

From: Braz, Madison <Madison.Braz@partner.vermont.gov>
Sent: Friday, August 9, 2019 9:59 AM
To: Iris Lewis <ilewis@vtdigger.org>
Cc: Clark, Charity <Charity.Clark@vermont.gov>
Subject: RE: Lewis - Autosaver Group - PRA Request

Dear Iris,

Thank you for your patience. Attached you will find all the spreadsheets corresponding to your request.

We will be in touch concerning the 2012 case mentioned in your previous email. Again, sorry for the delay.

Sincerely,
Madison Braz

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424 (toll free from VT phone)

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
Coates, Paul J (Autosaver Max aka Littleton Imports Inc. Autosaver Imports) CAP	2013-7974	12/13/2013	Consumer reports a vehicle that had been previously purchased from Littleton Imports was later found to have been totaled based on information reported on a CARFAX report. Consumer would like the dealer to purchase the car back.	\$7,000.00	REG - Complaint sent to business for a response
Lovely, Phillip (Autosaver Max aka Littleton Imports Inc. Autosaver Imports) CAP	2013-4087	8/21/2013	Consumer purchased vehicle from business and business took a long time to get registration sent to VT DMV. Consumer went to get vehicle inspected and car needed new brakes and rotors despite having just past NH inspection.	\$0.00	REG - Complaint sent to business for a response

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Salmon, Chelsey (Bennington Subaru) CAP	2018-02420	3/29/2018	<p>Consumer purchased a car in 2017. Consumer alerted dealership that the transmission was potentially faulty, business assured her it was not. Now transmission is blown and consumer is responsible for the repair.</p> <p>I bought the Ford Focus SE back in June 2017 at Bennington Subaru, and I've gone to them about thinking my transmission was slipping, have told them about it more than a few times. They said it was fine and it's supposed to sound like that. Now at the beginning of the month, my transmission blew and now Ford Carbone in Bennington and Bennington Subaru is saying I have to pay for the transmission out of pocket. And I don't think that's fair at all. I haven't even had the car very long and a month after I bought it the AC starting blowing hot sauna air and they tried Consumer reports she was [Redacted] when she was pressured into signing a lease for a vehicle she could not afford. Consumer would like the business to take the car and the loan back.</p>	\$0.00	REF - Referral
Geib, Angela (Bennington Subaru) CAP	2017-03434	5/9/2017	<p>On March 4th 2017 I went into Bennington Subaru to look at vehicles because I had just totaled my vehicle a few hours before and I had no coverage for the vehicle itself.[Redacted]. The dealership coerced me into signing a lease for a vehicle that was way beyond my means and totally different than what I was looking for and am used to driving. They were fully aware that [Redacted]. They had me sign the papers before they told me how much the monthly payments would be. when they told me how much I told them that I could never afford that much and that I did not want that vehicle. They told me that I had already signed and it was my problem if I could not afford it. I asked for the manager and he said the same thing. I left there without the vehicle stating that I did not want it and was not taking it. They drove the vehicle to my house the next day and left it in front of my garage.I had never seen it and it is way too low to the ground. I cannot drive</p>	\$16,310.00	REF - Referral

Sprague, Kevin (Bennington Subaru) CAP	2016-07617	9/28/2016	Consumer reports that he looked at the car on 7/29/16 and it had just come in. It was not cleaned out, was very dirty so you couldn't see the full exterior, and no car fax available. Consumer was told it would be cleaned and ready for pick up on Saturday 7/30/16. Consumer put \$8,000 down. On 7/30 he picked up the car and it was clean, but he noticed many big dents, scratches, and a broken driver mirror. As consumer drove the vehicle, he noticed it was having trouble with the overdrive. On 8/8/16 consumer left the car for body work and servicing, and drove a loaner car home. After 19 days of no contact from the dealership, consumer called and was informed that no work has been done on his car. It has now been 7 weeks that consumer has had a loaner car. He has no title to his vehicle, and he has still Consumer reports receiving a promotion offered by Bennington Subaru which guaranteed him to win a smart watch just by bringing in a card by July 25th. The dealer retained the card and presented consumer with a document to negotiate and said they ran out on the first day. The previous directions said that had a watch waiting for consumer. Consumer reports Consumer purchased vehicle from Bennington Subaru with a manufacturer warranty. Consumer claims that a serious problem with the vehicle (front right strut) was not mentioned at the time of sale. Consumer paid many repair and service costs including a final diagnosis by Certified GM repair Consumer feels that the pulleys in her car should have been replaced when she went in for a typical repair. She feels that the result of them not being replaced later caused significant damage and would like to be compensated Consumer saw online advertisement for certain price for a Subaru model. When the consumer inquired, he was told the advertised model was not the actual model on sale. The listing has not changed according to consumer. Consumer's AC needs to be repaired on (used 2015 car.) He purchased the car in VT, but is from Maine. He wants the repairs to be done by the Honda dealer in his State, but the dealership where he bought it is giving his issues with paying for the repairs unless he brings it back to them, which he doesnt Consumer made an appointment to view a car at subaru dealership. Upon consumers arrival, the car was not there. Consumer is upset that the business is using false advertising and deceptive business practices.	REF - Referral
Pembroke Sr., Richard (Bennington Subaru) CAP	2016-06419	8/3/2016		INF - Informational file - no mediation requested
Boucher, Jaqueline (Bennington Subaru) CAP	2016-01996	3/11/2016		\$0.00 REF - Referral
Cassano, Silvia (Bennington Subaru) CAP	2016-00185	12/28/2015		\$0.00 REF - Referral
Albus, Michael (Bennington Subaru) CAP	2015-09884	11/11/2015		REG - Complaint sent to business \$0.00 for a response
Smith, Kathy (Bennington Subaru) - CAP	2015-09718	11/5/2015		\$1,300.00 REF - Referral
Marcoux, Stephen (Bennington Subaru) CAP	2015-04076	4/28/2015		INF - Informational file - no mediation requested

Recio, Rob (Bennington Subaru) CAP	2015-02966	4/2/2015	Consumer expresses concerns over auto purchase. Check was supposed to be held and was cashed instead and bounced. Possible dispute over warranty as well.	\$0.00	REF - Referral
Browe, Darlene (Bennington Subaru) CAP	2015-00896	2/2/2015	Consumer purchased vehicle and extended warranty and after engine issues the business says that consumer will have to pay for repairs and warranty may or may not reimburse her.	\$0.00	REG - Complaint sent to business for a response
Iris, Claire (Bennington Subaru) CAP	2014-8669	9/22/2014	Consumer purchased a new car under the understanding that the payments would be lower. Consumer has good credit and had positive equity in her trade-in and doesn't agree that she should be paying more per month that she was before. Doc fee not included in advertised price.	\$0.00	REG - Complaint sent to business for a response
Davis, Gabrielle (Bennington Subaru) CAP	2014-5644	6/27/2014	Consumer has auto issues.		REF - Referral
Baldwin, Michelle (Bennington Subaru) CAP	2014-2632	3/24/2014	Consumer has brought car in 4 times for repairs after purchasing used car from company. Vehicle has failed inspection and company has yet to permanently fix any issues with the car.	\$200.00	REG - Complaint sent to business for a response
DeBlois, Maurice (Bennington Subaru) CAP	2013-7976	12/13/2013	Consumer has issue with dealership.	\$39,000.00	REG - Complaint sent to business for a response
Cecilia Broady (BENNINGTON SUBARU)	CAP13-04-1128		Consumer bought vehicle and had issue with brakes. Consumer reports they are happy with how business handled.	\$0.00	INF - Informational file - no mediation requested
VICKI BILLINGS (BENNINGTON SUBARU)	CAP09-05-1217		CONSUMER REPORTS BUSINESS CAUSED DAMAGE TO TRANSMISSION WHEN SERVICING ENGINE. WARRANTY INSPECTOR DETERMINED DEALER WAS AT FAULT.	\$1,000.00	REF - Referral
MATT CRUCETTI (BENNINGTON SUBARU)	CAP08-06-1033		BOUGHT CAR AS IS AND IS NOW HAVING PROBLEMS.	\$4,000.00	INF - Informational file - no mediation requested
PATRICIA POST (BENNINGTON SUBARU)	CAP08-05-1454		BOUGHT 04 USED CAR AND IT IS WROUGHT WITH PROBLEMS. FEELS THEY SHOULD HAVE DISCLOSED INFO.	\$5,000.00	REG - Complaint sent to business for a response

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Watson, John and Janice (Capitol City Auto Mart) CAP	2018-02896	4/11/2018	Consumer bought a new vehicle but returned it after 48 hours due to it not having the proper equipment for his wife and him. They spoke with a representative who told him he would only have to pay \$66 more a month with the trade in of another car but when they got home they realized the paperwork was wrong and they were Consumer purchased a 2006 Chevy Impala on 3/23/17. Consumer then brought the car back on 4/8 because the car needed over \$1600 worth of work. Was told by business that the car was paid off, but now getting letters stating she still owns the car.	\$25,189.96	REF - Referral
West, Robin (Capitol City Auto Mart) CAP	2017-03211	4/6/2017	Consumer reports purchased vehicle Feb. 15th. Reports on Feb. 16th, received mail advertisement that offered snow tires for \$1 if vehicle purchased between Feb 1 and Feb 28th. Reports contacted dealer, was told he had to present letter at time of purchase. Reports Capitol City Auto Mart advertised a \$500 gift card and 43 inch flat screen tv if a vehicle was purchased between certain dates.	\$0.00	REF - Referral
Higgins, Samuel (Capitol City) CAP	2016-02376	2/17/2016	Consumer had purchased a vehicle between these dates and signed a waiver to get the rewards. Capital City Auto Mart has not given the Calling on behalf of her elderly parents who are [Redacted]. Back in May they responded to a flier in the mail, spent 5 hours at the dealership, and was pressured into leasing a car. Gave up the title to their old car and are deeply regretting the decision. They are still		REF - Referral
Reome, Ronald (Capitol City Buick) CAP	2015-01397	2/9/2015			REF - Referral
Roux, Mr. and Mrs. c/o Wood, Anne (Capitol City) CAP	2015-00343	1/13/2015		\$0.00	REF - Referral

Lacey, Gary (Capitol City Motors) CAP	2014-10147	11/14/2014	Mr. Lacey received a flyer in the mail saying he had won \$2000.00 from Capital City Motors. He and his wife went in to buy a new car. The salesman that helped them was not on Capital City payroll but was a representative of the advertising company. Mr. Lacey reports this man did not really know what he was doing, they were at the dealership for five hours filling out paperwork. Two months after buying the car Mr. Lacey went to pay off the car and found it was much more than what he was told at the time of the sale. It also included a \$3,000 warranty he had not agreed to. The dealership never asked where Mr. Lacey would like to have the car financed he assumed it would be the bank he had used in the past, the dealership chose a different bank. It was also a 7 year finance agreement which Mr. Lacey said he would not have agreed to anything over 5 years. Caller contacting CAP on behalf of sister. Reports had leased vehicle, got in an accident, went to dealer, salesman Jordan Preston convinced her to trade in her lease vehicle on a 2008 used vehicle with a cracked windshield, payment has doubled. Reports went back to talk with them, reports was told she signed the form and owns the car. Consumer is [Redacted]. Reports price of used car is higher than Consumer went to dealership in regards to Mailing that offered \$20,000 on trade in. After agreeing upon a price for a vehicle, the consumer took car home and decided they wanted it. Business later said car was already sold and consumer ended up with a more Consumer received a flyer in the mail for a trade-in deal at Capitol City Auto Mart. Consumer traded in 2012 Subaru for a 2014 KIA Sportage. Consumer paid \$29,856.02 for the new car. He later discovered an advertisement stating the business was selling the KIA Sportage for \$23,539. Consumer would like business to refund him Consumer was pressured by business to buy vehicle he cannot afford. Consumer did not realize how high the payments would be. Business said it owed consumer money back but consumer has not Consumer reports that vehicle was financed and dealer had her come back in twice to resign finance agreements. Consumer reports that payments are way more than they are supposed to be.	REG - Complaint sent to business for a response
Scribner, Shirley (Capitol City Kia) CAP	2014-9997	10/27/2014		\$0.00 REF - Referral
Lekberg, Catherine (Capitol City Auto Mart) CAP	2014-9824	11/5/2014		REG - Complaint sent to business for a response \$11,200.00
Hietzker, Helmut (Capitol City Auto) CAP	2014-9418	10/20/2014		\$6,044.00 REF - Referral REG - Complaint sent to business
Fleury, Donald (Capitol City Auto Mart Inc.) CAP	2014-8174	8/28/2014		\$0.00 for a response
Blow, Cheryl (Capitol City Auto Mart) CAP	2014-3134	4/9/2014		REF - Referral

Gaydos, James (Capitol City Auto Mart INC) CAP	2014-2344	3/14/2014	Consumer went to look at a vehicles and ended up purchasing a new vehicle. Consumer then reviewed website and a better deal was advertised online that the consumer was not offered. Consumer also purchased Extended Warranty, GAP Coverage, and says there was no Consumer reports that they responded to coupon saying that they won a prize. Consumer was pressured into buying a vehicle with payments higher than agreed upon.	\$3,481.00	REF - Referral
Anderson, Emily (Capitol City) CAP	2014-1924	2/11/2014			REF - Referral DNS04 - Complaint
John Cole (Capitol City Auto Mart) CAP	2013-4935	9/16/2013	Comsumer has been receiving unsolicited mail from business.	\$0.00	missing
Charland, Allen (CAPITOL CITY AUTO MART)	CAP13-07-1044		Consumer would like to cancel purchase of 2013 GMC truck as well as not trade in his current truck. Thus far has paid \$1100 deposit on Consumer agreed to deal with salesman for a certain monthly payment for 5 years. Salesman changed terms of loan to six years to get monthly payment down, making the truck cost more overall than Consumer reports Capitol City fabricated loan paperwork and misrepresented the true amount of the loan to the consumer who cannot read or write. Consumer's monthly income is [Redacted], but the loan paperwork reflected a monthly income of [Redacted] and makes untrue claims that he owns his home outright. Additionally, through the process of purchasing and returning a 2004 Chevy, then purchasing a 2008 GMC pickup, the dealer did not inform the consumer that the trade increased the loan significantly to \$45,000. Conusmer visited biz after receiving key add and was told that by sales associate that if they found the right vehicle, they would pay all payments but \$100/month and could return it in six months for a refund. [Redacted]. Upon return to business for refund, was told to come back in wo months for refund. Consumer now as to pay full Consumer says she unknowingly agreed to purchase a car as the primary buyer, though her intention was to cosign for her sister, Isabelle Reeves. Also is skeptical as to how dealer could have Consumer states that price on bill of sale, installment agreement, and temp registration are all different. Feels that they were	\$1,100.00	REF - Referral
Andre Chouinard (CAPITOL CITY AUTO MART)	CAP13-06-1093	6/30/2013		\$9,180.00	REF - Referral
Gordon Kidder (CAPITOL CITY AUTO MART)	CAP12-11-1131			\$31,000.00	REF - Referral
Dennis Priar (CAPITOL CITY AUTO MART)	CAP12-11-1043			\$0.00	REF - Referral
Mavis Emmons (CAPITOL CITY AUTO MART)	CAP12-10-1065			\$0.00	REF - Referral
Shirley & Jame LaPlante (CAPITOL CITY AUTO MART)	CAP12-09-1174			\$9,000.00	REF - Referral

Barbara Agnew (CAPITOL CITY AUTO MART)	CAP12-09-1029	Consumer recived a visa platinum express card as well as a \$2,250 instant used car savings certificate. Also included a "scratch and match" in which the consumer could win various prizes.	INF - Informational file - \$0.00 no mediation
DOUG BESSETTE (CAPITOL CITY AUTO MART)	CAP12-08-1185	Consumer went to Capitol City during inventory reduction sale, did not receive what she was told she would for trade in, car she purchased was priced differently than previously represented and pressure sale concerns regarding the fact that her car was	REG - Complaint sent to business \$0.00 for a response
Lois McGee (CAPITOL CITY AUTO MART)	CAP12-08-1103	Consumer leased vehicle only to realize that it could not fit in her garage. Consumer would like to return the vehicle, but business will not cancel lease. Consumer felt she was pressured into the lease as they first claimed she could drive the car as a demo.	\$0.00 REF - Referral
PETER BEYERLE (CAPITOL CITY AUTO MART)	CAP12-05-1066	Consumer indicates that the dealer mislead him about the cost of the vehicle he purchased. Consumer says the dealer should have	REG - Complaint \$0.00 sent to business
Tiffany Corbett (CAPITOL CITY AUTO MART)	CAP12-04-1099	4/12/12- Bought car, salesman did no disclose information about the timing belt. Had to replace transmission output shaft seal. Ultimately, vehicle is no safe to drive, when they were insured it was	\$7,000.00 REF - Referral
Sandra Shepard (CAPITOL CITY AUTO MART)	CAP12-02-1073	Consumer reports having work done on her Kia multiple times. She is requesting that she be given more detailed information regarding the codes they used to fix her car as they were not present on her	\$0.00 REF - Referral
Jaime DeJesus, Jr. (CAPITOL CITY AUTO MART)	CAP12-01-1022	Consumer says business misrepresented loan paperwork on truck purchased by claiming it had a value package. Consumer has not been able to get copies of loan paperwork from the dealer and would like copies. Consumer also disputes the validity of the agreement and would also like to return the truck at the value purchased to cover the loan and to recover the loss of his trade by	\$10,000.00 REF - Referral
Rosemary Phelps (CAPITOL CITY AUTO MART)	CAP11-11-1160	Consumer reports responded to prize promotion they rec'd in the mail. Dealer took their financial info then held the keys of their Toyota while they held them there for six hours and pressured them into signing paperwork for a 2010 Hyundai, Vera Cruz. Consumer wasn't aware of the financing until she got home and learned it was much more than they could afford [Redacted]. Consumer would like	\$52,430.75 REF - Referral

Charles Mulcahy (CAPITOL CITY AUTO MART)	CAP11-11-1048	Purchased car knowing it had some problems, during test drive break light was on. Dealership said they would fix all defects before purchase. When they took it off the lot they had immediate trouble, breaks wouldn't work etc. Brought in, was dragged along Consumer responded to promotion claiming she won something. Then consumer traded in her car for a used car. Consumer thought she was getting lower monthly payments but later learned she is paying more. Asked manager if she could get old car returned and Consumer purchased vehicle, and signed all necessary paperwork, but business has not provided title or bill of sale for vehicle.	\$6,000.00 REF - Referral
Joan Black (CAPITOL CITY AUTO MART)	CAP11-09-1123	Consumer wants the paperwork owed to him so he can register and drive vehicle. -AB	REG - Complaint sent to business \$0.00 for a response
Thomas Staves (CAPITOL CITY AUTO MART)	CAP11-07-1123	Consumer traded in her vehicle for a 2011 Buick Regal. Consumer understood it was a clean trade and that the title would be released within the next month. After 6 wks the consumerr was informed the Regal was a 39-month lease, which the consumer could opt to own by paying \$16000 at the end of the lease. Consumer indicates would Consumer reports responded to mailing to look at cars. When at lot, her and her friend looked at cars and then felt pressured to trade in her car and buy a new one. Consumer indicates all the loan paperwork was inaccurately recorded, stating she made [Redacted] which is inaccurate [Redacted]. Consumer also indicated they held Consumer bought a car from biz, during a recent maintenance visit the consumer was told that there was peeling paint on the bumper and that it was not covered under GM warranty bc it had been repainted over factory paint. Consumer contacted biz and was told this was how the factory would repair them, and then was hung up on. Consumer would like reimbursement for the repainting of	\$0.00 REF - Referral
PAULINE GALLAGHER (CAPITOL CITY AUTO MART)	CAP11-07-1093		INF - Informational file - no mediation \$0.00 requested
Donna Carbee (CAPITOL CITY AUTO MART)	CAP11-06-1009		REG - Complaint sent to business \$0.00 for a response
William McMullen (CAPITOL CITY AUTO MART)	CAP11-04-1096		

Edwin H Locke (CAPITOL CITY AUTO MART)	CAP11-02-1179	Consumer reports receiving promotional ad from business in the mail. The promotion was a key, if you brought it to the dealer you would have a chance to start the car. If the key worked than the car was yours. Upon arrival the key was taken from him and a salesperson tried to sell him a car. He went home, called back and asked if he could actually start the car. When he drove back down he was told he had to see the salespersons boss. The boss informed him that this promotion was against vermonts gambling laws and he Bought two vehicles from company w/in short period of time. Feels was persuaded to do so and owes more/month than can afford. She would like to keep the Jeep, but return the Chevy Equinox w/out any repercussions.	REG - Complaint sent to business \$0.00 for a response
Sally Hart (CAPITOL CITY AUTO MART)	CAP10-11-1216	John Leu received a mailing flyer from Capital City Auto Mart that had a scratch and win bubble on it. John scratched the bubble and found out that he won one of the prizes listed. To redeem his prize, John went to Capital City with the flyer before the end of the contest date. Captial City had run out of the prizes that were listed on the flyer, however the flyer did not mention anything in the terms and conditions about limited prize quantities or while supplies last. John Received a flyer stating Capital City would buy her current car for over market value with no purchase necessary. But when appeared at the dealership, there was no interest in her car unless she wanted to purchase one. Would like them to honor their agreement she was Traded car and was told it was thoroughly inspected. However, there was a mechanics alert on the steering wheel and they would like the car company to fix this for them free of charge. Subsequent It seems Mr. Woodworth traded in his Jeep for a different vehicle and was given a car he could not afford because [redacted]. The vehicle was taken back from him Labor Day weekend, so the Auto Mart now has both his Jeep her traded in and the car he was given at Consumer bought car based on representation of type of gas the vehicle used and then found out it was not accurate. Wants to return Consumer states he was mislead into buying a new car due to [Redacted] in reality all he wanted to do was to sell his car.	REG - Complaint sent to business \$0.00 for a response
John Leu (CAPITOL CITY AUTO MART)	CAP10-11-1012		REG - Complaint sent to business \$0.00 for a response
Sarah Halpine (CAPITOL CITY AUTO MART)	CAP10-11-1007		REG - Complaint sent to business \$0.00 for a response
Karen Seigle (CAPITOL CITY AUTO MART)	CAP10-09-1253		REG - Complaint sent to business \$0.00 for a response
William Woodworth (CAPITOL CITY AUTO MART)	CAP10-09-1172		REG - Complaint sent to business \$0.00 for a response
Nick Van Den Berg (CAPITOL CITY AUTO MART)	CAP10-08-1244		REG - Complaint sent to business \$0.00 for a response
ERNEST LEVESQUE, III (CAPITOL CITY AUTO MART)	CAP10-07-1062		REG - Complaint sent to business \$0.00 for a response

Sandra Ross (CAPITOL CITY AUTO MART)	CAP10-02-1344	Consumer is on do not call list but gets a large volume of calls and junk mail from Capital City Auto Mart. Consumer says calls are misleading, claiming she is in danger of losing warranty. Consumer numerous problems with a car purchase and dealership, referred to VADA and sent consumer forms. JS	REG - Complaint sent to business
PEGGY PELCKMANN (CAPITOL CITY AUTO MART)	CAP09-11-1361		\$0.00 for a response
Gerard Otis (CAPITOL CITY AUTO MART)	CAP09-10-1527	Consumer brought in their new car to get repaired and the dealer apparently performed several repairs that were not necessary. The consumer would like to be reimbursed	\$10,000.00 REF - Referral
SUSAN HALL (CAPITOL CITY AUTO MART)	CAP09-07-1177	CONSUMER REPORTS REPEATED PROBLEMS FOLLOWING SERVICE WORK BY BUSINESS.	REG - Complaint sent to business
ARLENE PASETTE (CAPITOL CITY AUTO MART)	CAP09-06-1435	CONSUMER REPORTS SHE WENT TO DEALER TO PURCHASE A VEHICLE FOR \$150 PER MONTH, WAS SOLD VEHICLE FOR \$196 PER MONTH	\$3,328.84 for a response
JEFFERY SHERMAN (CAPITOL CITY AUTO MART)	CAP09-04-1478	NUMEROUS ISSUES WITH 2005 GMC CANYON FROM CHECK ENGINE LIGHT TO NEW CYLINDERS. HAD BEEN WORKING WITH VADA. CONSUMER AIRBAG ARE NOT WORKING AND CAPITAL CITY CAN NOT FIGURE IT OUT. WANTS TO KNOW IF HE QUALIFIES FOR LEMON LAW. IS UNDER EXPRESSED WARRANTY, CONSUMERS MILEAGE APROXIMATELY 27,000. CAPITAL CITY HAS BEEN VERY HELPFUL.	\$0.00 REF - Referral
MARK CODLING (CAPITOL CITY AUTO MART)	CAP09-04-1232	THEY ADVERTISE AND DO NOT HAVE CAR AND TRY TO SELL A DIFFERENT ONE.	INF -
RICHARD coutord (CAPITOL CITY AUTO MART)	CAP09-04-1068	CONSUMER WENT TO BUSINESS TO PURCHASE TRUCK, SPECIFICALLY FOR TOWING AT LEAST 8,300LBS. WAS TOLD THE TRUCK SHE PURCHASED WOULD TOW 9,000-9,500LBS. MANUAL AND MANUFACTURER BOTH STATE TRUCK SHOULD NOT BE USED TO	\$0.00 Informational file -
KIMBERLY ROSETTA (CAPITOL CITY AUTO MART)	CAP09-03-1446	CONSUMER'S NIECE WENT TO BUSINESS, LOOKING FOR TRUCK THAT WOULD PULL AT LEAST 8,000LBS, WAS SOLD VEHICLE THAT WOULD PURCHASED 2007 GMC PICKUP TRUCK PURCHASED 5 DAYS AGO.	REG - Complaint sent to business
RICHARD COUTURE (CAPITOL CITY AUTO MART)	CAP09-03-1289	TALKED HIM INTO USED PICKUP TRUCK, \$19,000. TAILGATE ALL TORE APART FROM A SANDER, GRAVEL DIRT SAND IN THE BACK, INSIDE THE CAB GREASE EVERYWHERE, SEAT WAS REPLACED WITH A DIFFERENT COLORED SEAT, PLOW IS BROKEN AND RUSTY, DASHBOARD INTERIOR IS COVERED WITH DIRT. NOTIFIED SALES MANAGER AND HE SAID HE WASN'T TELLING THE TRUTH. TALKED	\$0.00 for a response
DARRELL PHILLIPS (CAPITOL CITY AUTO MART)	CAP09-02-1966		INF -
			Informational file - no mediation
			\$19,000.00 requested

LANCE GARTNER (CAPITOL CITY AUTO MART)	CAP09-01-1681	TRADED IN HIS VAN FOR A MINIVAN. DIDN'T HAVE A WARRANTY. BUT 3 MONTHS IN THE TRANSMISSION IS GONE. CHARGED 85 DOLLARS FOR A SIMPLE LOOKOVER. 2003 FORD WINSTAR WITH WENT IN FOR OIL CHANGE. TOLD TO BUY CAR. CAN'T AFFORD THAT. BOUGHT CAR. NORTH COUNTRY SPECIAL CREDIT UNION. WENT TO GET CAR BACK AND THE REGISTRATION IS IT AT DMV. ALREADY SENT IS UPSET THAT THE WORK RENDERED WAS POOR, EXPENSIVE, AND THEY DREW OUT THE TIME IT TAKES TO REPAIR IT.	\$800.00	INF - Informational file - no mediation REG - Complaint sent to business
DANNY CLARK (CAPITOL CITY AUTO MART)	CAP09-01-1570		\$0.00	for a response REG - Complaint
CHRIS MORRISON (CAPITOL CITY AUTO MART)	CAP09-01-1352		\$250.00	sent to business REG - Complaint
DOMONIQUE LAFOND (CAPITOL CITY AUTO MART)	CAP08-10-1476		\$0.00	sent to business INF -
NATHAN HULL (CAPITOL CITY AUTO MART)	CAP08-09-1381	BIZ WILL NOT LET CONSUMER RENT A CAR ANYMORE. WW BROUGHT CAR TO AUTO INQUIRING ABOUT TIRE WEAR FROM POSSIBLE PREVIOUS ACCIDENT AND BUSINESS DID ALIGNMENT WITHOUT ASKING. PAID FOR ALIGNMENT ANYWAYS. BLOWN ENGINE. ASSISTED TO CAPITAL CITY GM. INSTALLED AFTERMARKET (NON GM) PARTS. RESCHEDULED APPOINTMENT SAYING THEY WERE GOING TO REPLACE PARTS. REPLACED INJECTOR WITH OLD USED INJECTORS. WANTS TO BE REIMBURSED FOR PARTS CONSUMER SIGNED SALES AGREEMENT, DID NOT PUT DOWN DEPOSIT OR LEAVE VEHICLE. BIZ TRYING TO ENFORCE CONTRACT. BOUGHT CAR FROM FLYER, DELIVERED TO THEIR HOUSE. DELIVERED A TRUCK WITH A DIFFERENT ENGINE.	\$0.00	no mediation INF - Informational file -
RICHARD S COLLORONE (CAPITOL CITY AUTO MART)	CAP08-09-1315		\$13,000.00	requested INF -
MARK LANE (CAPITOL CITY AUTO MART)	CAP08-08-1207		\$0.00	Informational file - INF -
ANIKA CLAUSEN (CAPITOL CITY AUTO MART)	CAP08-07-1303		\$0.00	Informational file -
ERNEST LEVESQUE, III (CAPITOL CITY AUTO MART)	CAP08-07-1150	CONSUMER WAS AT DEALERSHIP WHERE PURCHASED VEHICLE FOR VEHICLE REPAIR, ASKED SALESPERSON ABOUT AD FOR NEW TRUCK. SALESPERSON CAME BACK AND REPORTED THAT NEW TRUCK WOULD COST \$4000 PLUS TRADE TO KEEP SAME PAYMENT. CONSUMER SAID HE WASN'T INTERESTED. LATER FOUND OUT CREDIT REPORT HAD BEEN CHECKED AND CREDIT REQUEST SENT TO FOUR DIFFERENT LENDERS ON HIS BEHALF, CONSUMER NEVER GAVE CONSENT OR HAD ANY NOTICE THEY WOULD REQUEST CREDIT.	\$0.00	requested REG - Complaint sent to business
AMY P HOLT (CAPITOL CITY AUTO MART)	CAP08-06-1283	REFERRED TO VADA	\$0.00	sent to business INF -
REGINA FORD (CAPITOL CITY AUTO MART)	CAP08-04-1202	HAD VEHICLE SERVICED THERE; RETURNED WITH LARGE CRACK IN WINDSHIELD. BUSINESS IS NOT TAKING RESPONSIBILITY FOR	\$100.00	Informational file -

WALTER J NEWBERT (CAPITOL CITY AUTO MART)	CAP08-03-618	WASN'T ABLE TO GET WARRANTY RIGHT AWAY AND WAS CHARGED MORE THAN WAS ORIGINALLY TOLD BECAUSE OF A 'MISTAKE'. CONSUMER WANTS BUSINESS TO PAY BANK FOR OLD VEHICLE. CONSUMER WENT INTO BUY A CAR AND PUT DOWN A \$500 DEPOSIT. SIGNED A PURCHASE AND SALES AGREEMENT. WHEN DEALER COULD NOT GET THE CAR THEY SAID TO TAKE HOME THE BETTER MODEL FOR A WEEK AND COME BACK IF THEY LIKED IT, EVEN THOUGH MUCH MORE EXPENSIVE. THEY RETURNED THE CAR AFTER A WEEK AND ASKED FOR DEPOST BACK BECAUSE THEY NO NY CAR COMPANY DROVE VEHICLE TO VT AND SIGNED PAPERWORK TO SELL CAR IN THE GRAND UNION PARKING LOT. HE IS A INSTEAD OF SUBTRACTING 2000.00 FOR TRADE, ADDED IT TO PURCHASE PRICE.	REG - Complaint sent to business \$0.00 for a response
JODIE MURRAY (CAPITOL CITY AUTO MART)	CAP08-03-529	PURCHASED EXTENDED WARRANTY ON A GM AUTOMOBILE THAT THEY BOUGHT THROUGH BIZ. NEVER RECEIVED ANY NOTICE AD IN PAPER OFFERS A CERTAIN PRICE FOR CARS, BUT ONLY IF FINANCING IS DONW BY THE DEALER.	REG - Complaint sent to business \$500.00 for a response
MICHAEL MCNOLTY (CAPITOL CITY AUTO MART)	CAP08-01-659	ADVERTISED PRICE ISN'T BEING HONORED.	INF - \$0.00 Informational file -
HAROLD MERRILL (CAPITOL CITY AUTO MART)	CAP07-12-182	CAR ADVERTIZING COMPLAINT. OFFERING TO SELL FOR MORE THAN ADVERTIZED. HEW	REG - Complaint sent to business \$2,000.00
KEITH L PERRY (CAPITOL CITY AUTO MART)	CAP07-09-412	RUDE STAFF	REF - Referral \$1,595.00
LEWIS ROY (CAPITOL CITY AUTO MART)	CAP07-06-468	PURCHASED KIA SPECTRA 2002, MILAGE 96,000 AND PURCHASED SERVICE CONTRACT. FOUND ISSUES BEFORE PURCHAWE AND THEY AGREED TO FIX THEM.. HAV ENOT DONE SO. COMPANY WANTS TO VOID TRANSACTION, BUT CONSUMER WANTS THE CAR. PAID	INF - \$0.00 Informational file -
JOHN ROSE (CAPITOL CITY AUTO MART)	CAP07-06-414	BOUGHT CAR AND CONTRACT IS NOT BEING FULFILLED	REG - Complaint sent to business \$5,000.00
JOHN ROSE (CAPITOL CITY AUTO MART)	CAP07-06-356		REG - Complaint sent to business \$0.00
COURTNEY IRELAND (CAPITOL CITY AUTO MART)	CAP07-02-608		INF - \$0.00 Informational file -
BRUCE LAMELL (CAPITOL CITY AUTO MART)	CAP07-02-375		INF - Informational file - no mediation \$0.00 requested
COURTNEY IRELAND (CAPITOL CITY AUTO MART)	CAP07-01-306		REG - Complaint sent to business \$0.00

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
Chapman, Ron (Capitol City Auto Mart) CAP	2015-00195	1/9/2015	Bought car in July. Has since learned that his credit application was falsified with income showing [REDACTED] on a typed application which is different than a handwritten application that he did at the dealer showing [REDACTED]. Check engine light came on about a month ago. Consumer believed there was a warranty on his car. GM Warranty Plan shows no warranty attached to his VIN number. Radio was also a problem. Was offered a satellite radio, but they never gave him that either	\$0.00	REG - Complaint sent to business for a response
Ruth Pope (Capitol City Auto Mart c/o DRM Law Group)	CAP11-10-1044		Lawyer letter received on behalf of Ms. Pope claiming sale of 2009 Tacoma is in violation of the VT Consumer Fraud Act.	\$41,514.00	REG - Complaint sent to business for a response

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
Carden, Donald (Capital City GMC Buick) CAP	2019-07427	7/16/2019	<p>because the business refuses to take possession until they are paid an additional \$6000 more than what was initially agreed upon. Consumer would like to keep their new car and have the business pay off what they agreed to on the old car.</p> <p>We traded in my 2014 Chevrolet Camaro RS (VIN # [REDACTED]) Currently in the possession of Capitol City Buick GMC as of June 30, 2019 as part pf the contract for the 2018 GMC Acadia AWD SLE-1 VIN # [REDACTED] - Currently in the possession of Don and Carolyn Carden as of June 30, 2019. On July 11, Capital City GMC called demanding an additional \$6,000 payment because the vehicle had been in a previous accident and had a rebuild title. This was disclosed to my first salesman in April 2019 in both an e-mail and phone call from my cell phone. This was also disclosed when I provided the 2014 Camaro RS VIN # to Capital City GMC on June 24, 2019 by email. They currently keep harassing us for more money despite the signed sales contract of June 30, 2019. They took possession of the 2014 Camaro RS on June 30, 2019 and 18 days later have yet to pay off the USAA Loan (balance due is about \$7800) that was part of the Sales Contract. Additionally, they are refusing to issue title instructions to our Car Loan Bank, Ally Bank as of July 15, 2019. We have our first payment due to Ally Bank in 12 days for \$400.32 but are unable to have the 2018 GMC Acadia Titled and Tagged in Alaska today. Secondly, a 2014 Camaro payment is due to USAA Bank for \$232.00 today for a car that I no longer own, simply, because Capital City GMC chooses to violate Vermont law in paying off the trade in (over 16 days and still counting). I need you help in this matter as soon as</p>	\$35,341.00	REF - Referral

problems (transmission fluid leaking), salesperson served alcohol and damaged credit.

Capital City GMC sold me a car on March 3, 2018 that should never have been sold. I went to the dealership and sat down with [REDACTED] (who was fired last week I was told by Capital City GMC). [REDACTED] removed a bottle of Malibu rum from his desk and proceeded to serve my alcohol, at his professional place of business, prior to signing any sales agreements. I had relayed to [REDACTED] that I wasn't sure if the loan would go through or not, so my fiancée [REDACTED] was there to co-sign for me. After being served a drink from the bottle from his desk drawer, [REDACTED][REDACTED] (which I would find out months later on credit karma). He never told me that the loan did not go through the first time and he [REDACTED] until the loan finally went through with NBT Bank. This [REDACTED]. [REDACTED] came back with an abundance of paperwork to sign, which after consuming alcohol, should not have been done. This landed me with a 6.34% interest rate on a brand new car and a \$557 payment each month.

We proceeded to drive to Delaware to go on vacation the next day after purchasing the car. While on our trip, the car's transmission overheated and was leaking fluids, which we found out later in VT because once parked in the snow, pink fluid was seen on the ground.

We tried to call and resolve this with the dealership, calling the office and the manager multiple times to request a meeting and ask that they at least replace the transmission. No calls back to us were ever made and they didn't seem to care at all that they sold us a brand new vehicle with transmission issues. GMC service did the least repair possible,

DeFreest, Abigail (Capitol
City Buick GMC) CAP

2019-03155

4/11/2019

\$0.00 REF - Referral

Consumer bought vehicle and history and condition were misrepresented several times. When consumer got home with the vehicle, he noticed significant damage that had not been there upon initial purchase. Consumer reached out to dealership several times about getting the damage fixed but there is no response.

Front bumper damage, possible headlight damage. Documentation attached:

1. Written explanation of complaint by Russell and Amy Shopland.
2. Photograph of damage taken on dealership lot two days before purchase.

Shopland, Russell (Capitol
City Buick GMC) CAP

2018-07362

9/20/2018

Consumer had a leased which was over the mileage. He went to a sales event at Capital City and an out of town sales person talked him into buying a new vehicle so that he can get rid of the lease. He did this, but the car only has front wheel drive. Now he has a new car that does not suit his needs, and is still making payments on the leased vehicle.

\$2,201.91 REF - Referral

Carroll, Harvey (Capitol
City Buick GMC) CAP

2018-05457

7/20/2018 [REDACTED]

REF - Referral

Consumer is filing a complaint against Capitol City Buick GMC over an issue involving a lease agreement and bills that he alleges the dealership had agreed to pay. Claims \$2000 loss.

When I purchased a car from capitol recently, they were supposed to pay off all the charges left on my KIA lease. The total amount would have been around 3000.00. I am submitting a text from the salesman Guaranteeing that if i got a bill they would pay it.(Labeled 1 on the documents). I got a bill form KIA for about \$2000.00 about two weeks after the sale. When my wife called the salesman he said, " no need to worry like they are going to pay it". (Labeled 2 on the documents). Since then I have called or E-mail 3 different people (no lie) 10 times and they don\'t even respond. The e-mail I sent explains what happened. (Labeled 3 on the documents) I went back and looked at the paperwork that they didn\'t go over with me and it says the amount they paid. (around 1000.00) I didn\'t even question it at the time of the sales because it was the 1 st thing I asked this salesman to do and I had his guarantee that I wouldn\'t get a bill and if I did they would pay it. [REDACTED]

Hart, Steven (Capitol City
Buick GMC) CAP

2018-04758

6/22/2018

\$2,000.00 REF - Referral

Complaint re. quality of vehicle and sales experience.

On 12/20/2017 I contacted capitol city buick gmc after hearing a commercial about this big end of the year promotion stating they would pay top dollar on trade ins. I talked to Brittany Bowers on the phone and told her I had a 2015 Dodge Dart with low miles too trade in but I still owed a lot on the car. She said that\'s no problem let me ask the manager and she came back on and said they would pay the car off with no rollover. I said ok and I have a 2002 GMC Sierra 1500HD I want to trade also for the down payment she said ok bring them both too your appointment. She had me fill out a online application and I was supposedly pre approved and my appointment was set for 12/29/2017 with Jay. Myself and my wife Jamie and our son show up at the dealership for our appointment. I went inside while my wife got our son out, I was greeted at the door by a salesman and I asked him where Jay was that I had a appointment with him. The salesman said my name is Don and I will take care of you, Jay will be unavailable for a while. I said ok I\'m here to trade my two vehicles in for one of your trucks. Don says ok I got a 3500 GMC right out here perfect for you so we walk out too the truck and I said how much will it be, Don says it will be a 700 monthly payment. I told Don I want to keep my payment around 400, I don\'t need a fancy truck just a basic one with a snowplow. Don says ok lets go back inside to see what we can do. we go inside and Don tells my wife she can go ahead and take our son too the waiting room, he told her that about 5 times while we where talking. Don looks on his computer and says I got a truck that fits your payment I said ok lets go look at it. We go outside to look at the trucks but Don tells us we cant go over there he

Haney, Ian (Capitol City
Buick GMC) CAP

2018-01311

1/16/2018

\$0.00 REF - Referral

When I leased my vehicle, I stopped in a day or two after to sign the paperwork and take receipt of the vehicle. When the process began, I traded 2 vehicles. The first vehicle, they checked/ran the VIN on the first day. My vehicle had a rebuilt title and they knew that as soon as they checked my VIN number. While waiting to sign paperwork, they came out and said that now they needed first payment AND a \$400 deposit which was never discussed prior to paperwork being signed. After my wife and I signed the paperwork, the dealership called and said that they had made a mistake on the original contract and I needed to sign a new one. After signing the new contract, they suddenly brought to our attention that we needed to raise our insurance coverage, and provide three references or they would repossess our vehicle. So, we raised our insurance coverage, provided them with three references. Now they are threatening legal action and repossession if we do not provide them with \$3,500 because the title on one of my traded vehicles had a rebuilt title. During this whole process, they have been unprofessional, threatening and they are making it impossible for us to do business with them. At this point, I don't even want anything to do with them anymore. I want them to give me the cash value for my traded vehicles(because they have already rid themselves of the vehicles), take back the car and basically set the deal back to original. I want nothing to do with their

LeBeau, Tyler (Capitol City
Buick GMC) CAP

2018-00303 12/16/2017 business.

\$0.00 REF - Referral

.....
thought he did so. Was told after the purchase that he would have to bring the leased cars home and default on the loans.

NOVEMBER 2010 [REDACTED]. BECAUSE [REDACTED] I IN THE PAST ALWAYS HAD MY WIFE WITH ME TO MAKE SURE I DID NOT SIGN PAPERWRK WITHOUT UNDERSTANDING IT. SINCE [REDACTED] I ASKED MY SISTER LORI CHAFFEE TO COME WITH ME PLUS I NEEDED HER TO DRIVE ONE OF THE TWO LEASED VEHICLES BACK TO CAPITAL CITY (THE AUTOSAVER GROUP) TO MAKE SURE I HAD WORKED WITH THIS SALEMAN KARL PREUSS ON ALL OF THE LAST 5 VEHICLES THAT I HAD PURCHASED/LEASED. HE WAS AND IS FULLY AWARE OF [REDACTED]. BEFORE KARL STARTED TELLING ME ABOUT ANY NEW/USED TRUCK THAT I COULD AFFORD I TOLD HIM THAT MY MAIN CONCERNS WERE TO TURN IN THE TWO LEASED VEHICLES, NOT RUIN MY CREDIT AND STILL HAVE AN AFFORDABLE VEHICLE I COULD DRIVE. AFTER A FEW HOURS IT SOUNDS LIKE THIS 2015 GMC SIERRA IS GOING TO WORK OUT BEST. THE PAPERWIRK IS PREPARED AND SIGNED AND I FULLY BELIEVE I AM BEING LET OUT OF THE TWO LEASES AND INTO ONE PURCHASE. SO WHEN KARL ASKS IF MY SISTER IS GOING TO DRIVE THE ONE OF THE LEASED VEHICLES HOME I ASKED WHY AS I THOUGHT I NO LONGER WAS RESPONSIBLE. HE SAID THE LEASED VEHICLES WOULD BE PICKED UP AT MY HOUSE SO MY SISTER DROVE HOME THE LEASED CAR, I DROVE HOME THE GMC I JUST PURCHASED AND THEY DELIVERED MY LEASED TRUCK A COUPLE HOURS LATER. AFTER SEVERAL DAYS AND STILL THE LEASED VEHICLES HADN'T BEEN PICKED UP I CALLED KARL TO ASK WHY. THIS IS WHEN HE SAYS THAT I HAVE TO CALL THE LEASE COMPANY AND TELL THEM [REDACTED]. AT THIS POINT I AM BEWILDERED AND VERY
Consumer feels he was pressured into buying a car at the dealership that wasn't properly checked out by the dealership before selling it.
Consumer experienced problems with the vehicle less than 24 hours after purchase but was told he could not bring the car back for any reason. Consumer was told the car could be brought back in to be looked at but has since not heard anything and it is still in the shop.

Chaffee Jr, Wade (Capital City GMC) CAP

2017-05651

8/2/2017

\$0.00 REF - Referral

Leslie, Dennis (Capitol City Buick GMC) CAP

2017-04695

6/28/2017

\$12,500.00 REF - Referral

dealer. In 2013, the consumer had an accident, which totaled the vehicle. Says the insurance company paid \$17,485 to cover the cost of the vehicle, which she still owed \$5060 on. Consumer says she arranged to purchase a 2013 Buick Verano from the dealer, but cannot find her paperwork. She is concerned about how the difference between what she owed and what the insurance company paid was applied as the Verano purchase. The consumer says she now has a negative mark on her credit report of \$12,000 due to the arrangement. She cannot obtain the paperwork from the bank.

I am writing to make a complaint because I believe that Capital City pocket some money from my car accident in 2013. I purchased the above vehicle on al lease for 3 years with a payment of \$460.00 a month for 3 years. I had the car for 25 months when I was in a head on collision and it totaled the Regal. I only had 11 months left to pay on the lease. Once the car was totaled I bought a 2013 Buick Verano, not sure of the price as I cannot find paperwork for that. Have tried to get info from the Bank and will not give to me. Says my attorney has to call who is handling the case. The attorney is not interested at the moment to investigate to am sending this to you. When I bought the Verano no payment had been made on the Buick that was totaled. The garage estimated that I would have around 4,000 left after the insurance paid for the totaled vehicle which they rolled into the new one. Well my question is if I only owed 11 months on the Regal which comes up to

Adams, Anna (Capitol City
Buick GMC and Ally
Financial) CAP

2017-03539

5/13/2017

REG - Complaint
sent to business

\$12,325.00 for a response

Dion, David (Capitol City Buick GMC) CAP	2017-00386	1/17/2017	<p>I received the attached solicitation in the U.S. mail. The instructions state, "scratch off hologram to reveal your key code. If your code matches one of the keys, you're a winner!". I scratched off the hologram to see the number "30455". This number matched the number on the key above the hologram and next to "cash money \$20,000* odds: 1:20,2200". I called the number requested (603) 931-4027. When prompted I entered the activation code "91502500". The call transferred to someone who said I needed to go to the auto dealership to collect the prize. I drove to the auto dealership and gave the solicitation to the salesperson. He invited me to sit down and asked about my car. I said I was not there to purchase a car but to collect my prize. He said I won a scratch off ticket. I showed the solicitation and said the prize is \$20,000. He said the solicitation is to get me to come to the dealership and the activation code on the solicitation entitled me to a prize of a scratch off ticket and not \$20,000. I believe this is false advertising.</p>	<p>DNS11 - File under review - \$0.00 Montpelier</p>
Jarrett, Carolyn (Capitol City Buick GMC) CAP	2016-08393	10/27/2016	<p>Consumer received a letter from business with a scratch-off advertisement saying the least you can win is a smart watch valued at \$100. Consumer went to claim her prize and the business required she give her phone number. It did not disclaim it on the advertisement.</p>	\$100.00 REF - Referral
Anderson, Stacey (Capitol City Buick GMC) CAP	2016-07889	10/6/2016	<p>Consumer purchased a used car and was told it came with bluetooth but did not. Consumer did not receive check to register vehicle and her insurance did not know the car had been purchased.</p>	REF - Referral

Horgan, Howard (Capitol City Buick GMC) CAP	2016-06840	8/23/2016	<p>The consumer has a complaint against Capital City GMC because he feels they are false advertising. He constantly hears offers but when he goes to the dealer he does not qualify.</p> <p>Consumer reports that he received an ad in the mail for a 189 month lease on a GMC 4 door pickup. He called Scott at Capital City and was told that he did not qualify because he is a dealer supplier. About 10 minutes after he got off the phone with him there was an ad for Capital City on the radio that claimed that everyone who comes in gets supplier pricing. Consumer called him back and he said that's not the real supplier pricing and consumer still did not qualify for a 189 month lease.</p> <p>Consumer would like for this business to be made to honor their advertising as this is not the first time they have wasted consumer's time with a bait and switch game.</p>	REF - Referral INF - Informational file - no mediation
Larkin, Norman (Capitol City) CAP	2016-06427	6/28/2016	<p>Consumer forwarded a mailing that claims to give consumers \$25,000 instant cash money card giveaway if the codes on the card provided match.</p>	REF - Referral
Madeleine, Winterfalcon (Capitol City Buick GMC)	2016-04345	5/24/2016	<p>Consumer has asked many times to be removed off the business' mailing list and still receives mail [REDACTED], but continues to receive advertisements from business.</p>	REF - Referral
Chamberlain, Chris (Capitol City Buick) CAP	2016-04338	6/1/2016	<p>Consumer has contacted business 2-3 times, but they have not stopped sending mailings.</p>	REF - Referral
Sharron, William (Capitol City Buick GMC and GMC) CAP	2016-01518	2/26/2016	<p>Consumer reports purchased new Denali GMC 1500 Sierra from Capitol City GMC. Since purchase vehicle has a vibration, which the dealer had repaired twice with two attempted tire-related fixes that have been covered by the manufacturer's warranty. The same issue exists again as well as an additional issue of the warning light coming on repeatedly. As of recently, has not been able to get Capitol City dealer/service representatives to respond to his request for repair. Would like them to respond to his concerns and help him to address them with GMC.</p>	\$0.00 REF - Referral
Beede, Harold & Anita (Capitol City Buick, GMC) - CAP	2015-08202	9/20/2015	<p>Consumer purchased Jeep from dealership, now having mechanical issues and dealership is not fixing the problems in a timely manor.</p>	\$0.00 REF - Referral

Auclair, Louis (Capitol City Buick GMC) CAP	2015-07731	9/3/2015	Truck delivered without title so cannot be registered. Dealership said it was waiting until payment checks, one certified and one personal, cleared and would send title then. Personal check cleared but no title sent.	REG - Complaint sent to business \$0.00 for a response
Rubin, Jay (Unknown Promo Company and Capitol City Buick) CAP	2015-06345	7/13/2015	Consumer says he received a promo flyer offering 120% current market value for his 2011 Subaru as part of a "Buyback Event" at Capitol City Buick. He called and confirmed with their receptionist that deal would be good even if he did not buy a car - that the minimum offer would be \$17952. He set up an appointment, but they would only offer a low buy value of \$13,000. Was concerned about the deception in advertising on the behalf of the dealer.	\$0.00 REF - Referral
Huntley, Pamela (Capitol City Buick) CAP	2015-03910	4/17/2015	Consumer bought used car and it need over \$3000 in exhaust work to be inspected.	\$0.00 REF - Referral
Racine, Dylan (Capitol City Buick GMC) CAP	2015-01262	2/10/2015	Consumer purchased a car and was told by the dealership that they would take care of the paperwork including switching insurance over to the new car. After some time the consumer noticed the insurance was not switched and was charged for two months of no insurance coverage.	REF - Referral
Flinn, Benjamin (Capitol City Buick GMC) CAP	2014-8642	9/18/2014	Consumer received advertisement in the mail. He spoke with someone on the phone about the deal but when he went to the dealership their offer was different. Then they tried to sell him a different truck.	REG - Complaint sent to business for a response
Clark, David (Capitol City Buick GMC) CAP	2014-8193	8/28/2014	Consumer received promotional mail from Capitol City Buick GMC and wanted to know why they had his information. The business said it was not in their system. Consumer wants to know who has access to his information.	REG - Complaint sent to business \$0.00 for a response
Copeland, Rita (Capitol City Buick) CAP	2014-5650	6/27/2014	Consumer reports attempting to cosign on vehicle for her son and dealership put her has the primary owner.	REF - Referral
Hayes, Joseph (Capitol City Buick GMC) CAP	2013-6618	10/28/2013	Consumer would like 2010 Chevrolet Silverado LT deal to be made as agreed to for \$23,771.40 in Purchase agreement that had been signed by both parties 10/12/13.	\$0.00 REF - Referral

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
Badeau, Elizabeth (Capitol City Kia) CAP	2019-00965	2/5/2019	Consumer bought a car from business in September and now has to buy a new engine which they cannot afford. Consumer would like the business to replace the engine or offer a new car loan.	\$0.00	REG - Complaint sent to business for a response
Hart, David (Capitol City Kia) CAP	2019-00282	12/20/2018	Consumer has requested that the car dealership send him an invoice so he can register the car but they won't get back to him.	\$0.00	REF - Referral
Healey, Sylvia (Capitol City Kia) CAP	2018-07748	9/17/2018	Consumer is concerned about advertising used by car dealerships wherein they send batteries in the mail. Consumer would like to get off Capital City Kia's mailing list.	\$0.00	REF - Referral
Fuentes, Edward (Capitol City Kia) CAP	2018-04828	5/21/2018	On Saturday May 19, I went to look at a truck that I was interested in buying. It was a 2015 Chevrolet Silverado 2500. I traded my 2011 GMC Sierra pickup. The salesman told me that I would get a trade of \$9667 so I said yes. My mother looked at the paperwork the next day and she saw that they gave me \$7500 for my truck, not \$9667. She called them on Monday 5/21 and spoke to the general manager who said that was the trade value minus all the repairs they would need to do to my old truck. The manager was very rude to her and hung up on her when she said that we would be filing a complaint with the attorney general's office. Also they did not give me any documents about the warranty info or sold As Is.	\$2,167.00	REF - Referral
Bilodeau, Henry (Capitol City Kia) CAP	2018-04824	4/30/2018	Bought car from local dealer. Payments would be too much. Want to return the car to the dealer. Would like to know what options are considering that they can't afford the payments.		REF - Referral

Kornman, Charles (Capitol City Kia) CAP	2018-04401	6/12/2018	<p>Consumer is filing a complaint to inform us about the practices of Capital City Kia (and their parent company National Auto Clearinghouse) of sending out mailers with allegedly misleading offers.</p> <p>I recently received a mailer from this dealership claiming I had won a specific, particular prize, and that I had to go to their dealership to claim it. After speaking with the dealership, I learned that they had no intention of honoring their offer, even after it had been accepted to create an enforceable contract (please see details on this point below). Upon some more research, I learned the company they are working with, Nation Auto Clearinghouse, runs these scams all the time: the dealership gets all these people in to try to sell them cars and the Nation Auto Clearinghouse gets to sell people's personal data. Any cursory search of the internet will confirm the nature of this scam.</p> <p>The salient detail here, though, is that the flyer sent very clearly confirms that the recipient has won a specific, particular prize, even with all its fine print, in this case in the amount of \$3,500. The flyer makes not one mention of the fact that the dealership won't award that particular prize, but rather will enter you into a drawing for a prize. Further, it offers the recipient the chance to solidify an enforceable contract by promising to come to the dealership in person for the benefit of the dealership. With this element of consideration met, the dealership is violating their obligations under of hundreds of contracts at a time, all the while allowing their scam to be run by a company that mines and sells private data.</p> <p>I do not have an electronic copy of the flyer sent to me but would be happy to provide a hard copy if you'd like.</p>	<p>INF - Informational file - no mediation \$0.00 requested</p>
Villandry, Brittani (Capitol City Kia) CAP	2018-03685	5/8/2018	<p>Consumer claims that Capitol City KIA misused her personal information in order to access confidential financial records regarding her car loan. The business contacted a financial institution to obtain the payoff amount of her last car using [REDACTED], without her permission.</p> <p>Consumer purchased a 2011 Volkswagen Jetta and not satisfied with the quality--engine light comes on when he drives through a puddle and window wipers won't work in cold. Another dealer informed the consumer that the car has been in three accidents, which he was not informed about at the time of purchase.</p>	<p>REG - Complaint sent to business for a response</p>
Jones, Peter (Capitol City Kia) CAP	2018-00302	10/2/2017		<p>REF - Referral</p>

I contacted Capital City Kia to schedule an appointment because the engine on my 2014 vehicle was making odd noises. I shortly after learned that I would be charged \$90 if the noise wasn't found to be covered under the warranty. I had to reschedule the appointment. On Sunday the cv axle broke because of the horrible road conditions on the gravel road in Washington VT. My boyfriend and I contacted CC to inquire if they could fix that and to verify that it would be under warranty (power train issue) and again was told that I would have to pay \$90 for them to look at it, that they could tow my car to the dealership, at additional cost and they would determine if it was covered. I've learned that I can order the part myself at an approximate cost of \$700 from the same dealership, or somehow get the undrivable vehicle to them and they would look at it and determine if it was under warranty and be fixed. When trying to speak with them about this issue they have been rude and unhelpful - even so much as to say "well we've had to cancel your appointment 3 times", which is not true and the tone of sarcasm from Casey when he said this just adds to the rudeness we've received from them each time we've tried to talk with them. So, short story is that I now have to either pay to have it towed to the dealership just to see if they will cover it, or borrow a car from someone to pick up the \$700 part myself (in 3 days when it arrives at the dealership). If it were possible to use someone else for maintenance I would - they are the most rude and unhelpful dealership I have ever dealt with. This is the first Kia I've ever owned and I will never purchase one again if their representatives are all this difficult to work with.

Suarez, Mariah (Capitol
City Kia) CAP

2017-03186

4/27/2017

REG - Complaint
sent to business
\$900.00 for a response

want. The salesman switched cars mid-sale and the consumer ended up buying a car that was more expensive than she could afford and had none of the features. On top of that, the consumer reports that the vehicle she was sold is having numerous problems, including issues with the car's battery. The consumer would like the dealership to take back the Ford Fusion Energi Hybrid she was sold and provide the car she originally requested for the price she was promised.

I feel that I was railroaded, coerced and pressured into buying a 2017 Ford Fusion Energi Hybrid Car that I did not want, nor did I know anything about. I told the Capitol City KIA salesman, Jeff Devoid, up front that I wanted an older, USED car, approximately 5 or 6 years old, fairly low mileage, four doors, lower payments around \$200, and Bluetooth . Please note that Mr. Devoid's last day at Capitol City Kia was the next day, and he outright lied to me throughout the whole transaction.

I'm retired, but volunteer practically full time for GMT, driving patients to and from Medicare/Medicaid doctor appointments. About 40% of my clients have wheelchairs or walkers which will not fit in the tiny trunk of the Ford. The trunk space is taken up by the huge EV battery. Further, I live in a tall HUD apartment building, which has no accessible outlets to plug in the 110 volt charger, rendering it useless to me. For these two reasons alone, this vehicle is unacceptable to me.

I tried to bring it back a few days later, but was told it was too late.

Sammons, Chandra (Capitol City KIA) CAP	2017-02163	3/14/2017	To backtrack a bit; I told Mr. Devoid my above specifications and that I would	\$35,535.38	REF - Referral
Asnis, Martin (Capitol City Kia) CAP	2016-05191	6/23/2016	has been subject to various difficulties with the car he purchased		REF - Referral

Lesage, Joanne (Capitol City Kia) CAP	2016-01039	2/10/2016	The Consumer cancelled an extended warranty on a car she purchased from Capitol City Kia. She did all of the necessary paperwork and faxed it in. She was told by the business manager that it would take 4-6 weeks to receive the refund. After a month she did not receive a refund and contacted them again. She did not hear back so she called and was told by the business manager that someone was working on it and he would check in and call her back. She never heard back from them and she wants this resolved.	\$1,000.00 REF - Referral
LaPlante, Casey (Capitol City Kia) CAP	2015-10829	12/21/2015	Consumer reports that delivered car to her place of work and there was a transmission issue. Business will not fix because no extended warranty was purchased.	\$0.00 REF - Referral
Magee, Maryah (Capitol City Kia) CAP	2015-06921	8/7/2015	Consumer visited vehicle to finance her first car. Consumer was sold a vehicle with payments higher than expected but she agreed. Business called her back in to resign paperwork in order to get her a better rate. Rate dropped but they also dropped GAP insurance. After that business called back and said credit application was filled out incorrectly and that she needed to return the car immediately. Consumer signed no right of rescission document.	REF - Referral
Bresett, Kimberly (Capitol City Kia) CAP	2015-05900	7/1/2015	Consumer bought vehicle and had to take car back for various repairs. Business was supposed to make first three payments but made only one. Consumer was then made a trade in offer that was never offered.	\$626.00 REF - Referral
Bolduc, Kitty (Capitol City Kia). CAP	2015-05267	6/11/2015	Having problems with a vehicle that mechanic has not been able to figure out. Wants this issue to be resolved.	\$0.00 REF - Referral

Norkeveck, Brittany (Capitol Kia) CAP	2015-02371	3/12/2015	<p>Consumer recently purchased a vehicle from Capitol Kia and is experiencing some problems. Her first concern is that they did not tell her the price of the vehicle. In the paperwork, she later found it was \$26,000. After her discovery, she went to 2 different dealerships and they told her the book value was \$17,000. When she found out, she tried to cancel her paperwork which was 2 days after the purchase. They told her she couldn't do that because the vehicle she traded was owned by the bank, not them. The dealerships she went to after told her they could cancel the contract but they refused. Consumer's other problem is that they told her that her father had to co-sign for them to take her Nissan Sentra. When she stopped at the Nissan dealership they told her he could've signed over the Sentra without having to be a co-signer. The Kia place told her otherwise; they told her the only way they could take the Sentra was if he co-signed on the lease. Consumer's other concern is that she had been there from 8am-5pm the day she was being sold the vehicle. During the process they told her that her credit was going to be ran once, and since that day she has received several credit runs. To this day she is still receiving new credit paperwork in the mail. They also had her sign paperwork, they messed up on it, and had her sign it again a few days later. She tried to get them to cancel the contract and all they told her was they couldn't. Consumer's main concern is that she wasn't acknowledged that she'd go into deep negative equity that will take years for her to bounce back from. When she purchased the vehicle [REDACTED] and they refused to listen. Consumer has 2 kids, one on the way and she can't [REDACTED]. Her car before was [REDACTED]. She feels they should have told her all the details before they made her sign anything. [REDACTED].</p>	REG - Complaint sent to business for a response
Hart, Nathan (Capitol City Kia) CAP	2015-00290	1/14/2015	<p>Consumer bought vehicle and after bringing certain issues to the attention of the business, consumer was offered a refund or for them to fix vehicle. After repairs and more issues consumer unwound deal but dealership has not yet given back old car because allegedly paperwork is lost.</p>	\$0.00 REF - Referral

Major, Lori (Capitol City Kia) CAP	2014-10251	11/21/2014	Mrs. Major had her husband take her car to Capitol City and look into a possible trade in. She received a call later on quoting her terrible rates. Something then happened at the dealership with [REDACTED] for almost \$10,000 more then the SUV she was looking at. [REDACTED], she would like the pulls removed.	REG - Complaint sent to business \$0.00 for a response
Vanzil, Henry (Capitol City Kia) CAP	2014-9969	11/7/2014	Consumer reports purchased 2009 Kia Sportage. Says the dealer represented that the vehicle had electrical issues that had been rectified, but after 6 months of ownership, the electrical system acted up. Consumer would like to be reimbursed for money spent repairing related issues.	\$1,229.19 REF - Referral
Clough, George (Capitol City Kia) CAP	2014-9227	7/16/2014	Received flyer advertising car for certain price. When consumer visited business, they raised price by \$3,288.	REG - Complaint sent to business \$0.00 for a response
Pearce, Betsy Susan (Capitol City Kia) CAP	2014-9123	10/13/2014	Consumer traded in her Kia for a new car and when she gave her old car to the dealer she gave with it a remote car starter that was gifted to her by her parents. When she tried to reverse the sale within 24 hours to get her starter back, the salesman would not answer her. Consumer wants her starter back or for a new one of equal value to be installed.	\$450.00 REF - Referral
Perkins, Diane (Capitol City Kia)CAP	2014-8571	9/17/2014	Consumer owns Kia and the sway bar loosened. Tried to get it fixed but told she needs extra warranty.	
Corrigan, Katie (Capitol City Kia) CAP	2014-8173	8/28/2014	Consumer bought new car and later was told she needed to come in to the dealership to sign additional paperwork. Consumer reports that there is a paperwork and payment discrepancy.	REG - Complaint sent to business \$0.00 for a response
Sammons, Chandra (Capitol City Kia) CAP	2014-7412	8/11/2014	Consumer is having trouble with dealer misrepresenting car. Believed that she bought the car with high quality tires. Also complaints about a "dealership finance program.	REF - Referral
Flanders, Lois (Capitol City Kia) CAP	2014-5144	6/13/2014	Consumer claims business mishandled a vehicle sale, and recall associated with newly purchased vehicle. Consumer wants \$800 owed for vehicle.	REG - Complaint sent to business for a response

Harris, Kevin (Capitol City Kia) CAP	2014-4187	5/13/2014	Consumer reports check engine lights present in car and dealer is unwilling to assist. Upon test driving the car, consumer noticed a radio problem as well as warning lights on the dashboard. Consumer claims she was told everything would be fixed, but after multiple weeks the business did not resolve the issue.	\$39.95 REF - Referral
Roth Ellis, Virginia (Capitol City Kia) CAP	2014-3372	4/14/2014		REG - Complaint sent to business \$0.00 for a response
Steffen, Kelly (Capitol City Kia) CAP	2014-2245	2/10/2014	Consumer reports buying a used vehicle As-Is. Inspection was given after he purchased, which consumer believes to have been faulty because the car had a leaky strut and two other mechanics failed the inspection. Consumer states dealer falsified the loan application, saying she was employed full-time (not true), in order to qualify for a higher loan.	\$800.00 REF - Referral
Smith, Roxy (Capitol City Kia) CAP	2013-8310	12/9/2013	Consumer visited car dealership and was pressured into buying a vehicle and cannot afford payments. Consumer brought vehicle to local repair shop and they brought it to business. Consumer wanted an original part replaced but business said they could only repair by adding shims. Consumer would like axles replaced because vehicle isn't made with shims.	REG - Complaint sent to business \$0.00 for a response
Terhune, John (Capitol City Kia) CAP	2013-6747	11/6/2013		\$1,480.43 REF - Referral
Duprey, Danielle (Capitol City Kia) CAP	2013-6679	11/5/2013	Consumer had plates transferred to new vehicle and was charged a lot of money in taxes and registration. Realized it was because they took a snow machine and her Subaru in for trade, but only gave tax credit for \$2100 (which was the value of the snow machine). Consumer also found out that vehicle had been in an accident but wasn't told about it.	REF - Referral
Stearns, Evelyn and Kenneth (Capitol City Kia) CAP	2013-6444	10/18/2013	Consumer was sold a vehicle and upon purchase was under the impression that it was a 2012. Turns out that the vehicle was a 2011 and business claims they never told her it was a 2012. Consumer believes a \$1578 GE card credit was lost between negotiating two deals.	\$1,578.00 REF - Referral

Jeanne Gricci (Capitol City Kia)	CAP13-06-1028	Consumer took vehicle to business for repairs that should have been under manufacturer warranty but dealership refused to repair.	\$328.00	DNS04 - Complaint missing information - request sent to consumer DNS04 - Complaint missing information - request sent to consumer
Elizabeth Robinson (Capitol City Kia)	CAP13-05-1057	Consumer purchased extended warranty with car and then tried to cancel it. Dealer has not sent cancellation paperwork to warranty company and now is having trouble refinancing.	\$0.00	INF - Informational file - no mediation requested
Robert Goodby (Capitol City Kia)	CAP13-04-1058	Consumer received a marketing mailing with a "check" and a pre-approved loan from business. The mailing listed a number to call to opt out from future offers, and when consumer called the automated system asked for SS# and DOB - consumer feels like this may be a scam/ID theft.	\$0.00	REF - Referral
Howard Bailey (Capitol City Kia)	CAP13-01-1207	Consumer purchased vehicle, claims its defective and not inspectable, wants refund. Consumer claims buyer's guide was not included in purchase, thus was not disclosed "As-Is."	\$7,457.05	REF - Referral
Karen Grow (Capitol City Kia)	CAP12-11-1068	Consumer bought car that had fraudulent loan with false info.	\$20,000.00	REF - Referral
Trevor Carroll (Capitol City Kia)	CAP12-10-1141	Consumer purchased vehicle and left paperwork at dealership. Went back to get papers and realized they gave him only \$100 on trade in (was told \$1000) and the car was in his aunts name. [REDACTED]	\$0.00	REF - Referral
Mary Lane (Capitol City Kia)	CAP12-10-1060	Consumer went to dealership after calling to inquire about a used Kia soul and was told that a sale started the next day but if she came in today it would apply. Consumer had trouble getting clear answer on price of vehicle and after informing biz that she was disabled with a physical ailment that causes cognitive issues, they continued to pressure her. Consumer eventually purchased car after biz offered three days to make mind up. Biz also told her car had one owner when it was really a rental car.	\$0.00	REG - Complaint sent to business for a response

Matter Name	Matter #	Matter Summary	Claimed Losses	Process Code
Joffson, Christian (Northpoint Chrysler) CAP	2018-07716	<p>Consumer states he is receiving deceptive advertisements from business, he wants them to honor the advertisement which he learned is \$10,000 less than the advertisement stated.</p> <p>My complaint is about false advertising, employing the bait and switch techniques.</p> <p>In an email dated September 24th, this sales consultant sent me (I have it), they advertise as follows:"Take \$15,000 off ANY new 2018 Ram 1500 in stock". I checked their stock that day! All the 2018 Ram 1500 they have. I am on the market for one. I quickly found out that they the \$15,000 discount ONLY to the Ram 1500 EXPRESS MODEL!. This is the bare bones model that is usually bought as work truck. The other 2018 Ram 1500 do NOT enjoy this discount in spite of the email advertisement. I contacted by email the salesman twice asking about it. He never bothered to reply to my inquiry. I advised him that I will file a complaint with you. No response to that either.</p>	\$15,000.00	REF - Referral
Raymond, Mary-Ellen (Derby and Northpoint Chrysler Dodge Jeep Ram) CAP	2018-05391	<p>Consumer alleges abusive lending and billing practices on the part of Northpoint Chrysler. Claims that the Dealership took advantage of her elderly parents and signed them into a loan that they cannot afford.</p>	\$0.00	REF - Referral

After 4 years on paying on my car I've paid off close to 13,000 and I still owe \$10,500.. After taking out my contract because I was planning on trading my car in because it's currently not running anymore, between the payments every month and repairs on top of it [REDACTED]. I've spent close to [REDACTED] in the past 2 years on my car just to keep it in the road and running, also since I've had my car I've always kept up on the maintenance! [REDACTED]. My fiancé (use to be) a car salesman years back so he understood more than I did about my contract. I don't understand car talk or any of that. I just knew 4 years ago that I need a vehicle to get from point A to point B so I could work and provide for my 2 boys. But after him reading the contract, he stated that they over charged me for this car. At the time I had no credit and no co-signer. So I had a high interest rate of 20%. So my car was originally [REDACTED]which brought the total to [REDACTED]. I didn't have [REDACTED] at the time for a down payment but they allowed me to post date checks. Which I in fact paid over a 4 month time period. But after looking at my contract they infact tacked my [REDACTED] deposit to my total amount of [REDACTED] which brought my total price for the car to [REDACTED] so I'm paying [REDACTED] more for my car which my down payment should have been deducted. Also at the time of me signing papers all I had was a post dated check for my down payment so they technically didn't have anything to show the bank Santander that financed my loan. So this bank Santander that they use to finance people is also very crooked and I will also be filing a complaint about them as well. If I knew back then what I knew now I would have never went through with this. 4 years ago I had no idea what I was doing, I never purchased a vehicle through a dealership, so I trusted everyone there. If someone would have said that I would have been paying on my car for the next 8 plus years I would have said thanks for the honesty and would have walked away. Now I've paid [REDACTED] on a vehicle that isn't even running anymore and still currently owe almost [REDACTED] how is that possible? I've emailed the owner Abel Toll twice last week stating this issue and if he could call me so we can try to resolve this matter but I have yet to hear back from him. So I'm pretty much at a loss right now and just need help.

Rothfuss, Melissa (Northpoint
Chrysler Dodge Jeep Ram) CAP

2018-04749

\$3,000.00 REF - Referral

I am filing this complain on behalf of Daniel Monfette who asked me to look into the situation. He bought a 2016 Kia Sorento from this dealership in Sept 2016. Earlier this week, he had the car towed to the dealership where they informed him that the car required a brand new engine because the current engine seized.

The dealership admitted there was no oil leak and could not come up with a reason why the engine would seize as it did. I challenged if they had properly serviced the car before selling it and they admitted to knowing or following the Kia maintenance manuals recommendation but that didn't cause the issue.

After consulting with multiple automotive engineers and dealership technicians who said something did not sound right, I challenged the dealerships inspection process and asked if something was missed because there was obviously something wrong with the engine when it was sold if it really did seize. The General Manager Charlie then got upset that I would challenge his dealership again and the phone call ended with me telling him that this seemed like a scam and hanging up.

Overall, there are only two explanations that explain how this would happen after he drove it for so few miles after purchase. Either the dealership did not service the vehicle correctly, which they admitted to not knowing or following Kia's recommendations, or they knowingly sold an engine with a problem so that they could get the business to repair it. Either way, this seems like a scam or incompetence and I highly doubt this is the first time they have done it to someone. I just want to see it stopped.

Clark, Adam (NorthPoint Chrysler
Dodge Jeep Ram) CAP

2018-01071

\$3,700.00 REF - Referral

Williams, Allen (Derby and
Northpoint Chrysler Dodge Jeep, Inc)
CAP

2016-06273

Experiencing problems with the garage he took his 2011 Jeep Wrangler to. Motor blew, front right tire slashed, alignment was off, was told he needs a new starter and had the breaks done. He's put in about \$1100 and the consumer claims he was told it was in good shape until the motor blew.

\$1,100.00 REF - Referral

Perkins, Rhonda (Northpoint Derby) CAP	2015-07402	Consumer reports tire was installed incorrectly, and business wants them to pay for new tires and repairs.	\$13,000.00	REF - Referral
Gosselin, Robert (Northpoint Chrysler, Dodge, Jeep, and Ram) CAP	2015-06134	Consumer bought vehicle from dealership and it has various issues. Business has been fixing but now wants the consumer to sign a release of liability.	\$0.00	REG - Complaint sent to business for a response
Hall, John (Northpoint Car Dealership) CAP	2015-02267	Consumer bought a car and was told that if their son made six months of payments he could refinance the loan at a lower rate and save money.	\$0.00	REG - Complaint sent to business for a response
Prue, Caleb (Northpoint Chrysler Dodge Jeep Ram) CAP	2014-3228	Consumer purchased Saab with multiple problems. Is getting little help or information from dealership and has lost a lot of money.	\$3,000.00	REG - Complaint sent to business for a response
Stanley, Carol (Northpoint Dodge) CAP	2014-2630	Consumer leased a Jeep Patriot from North Point Dodge. They were unhappy with the car and asked to switch to a truck, which they were able to do quite easily. The truck was perfect, however the cost is significantly higher than what the consumer thinks it should be.	\$10,000.00	REG - Complaint sent to business for a response
Hill, Sheila (Derby and Northpoint Chrysler Dodge Jeep, Inc)	2013-0126	Consumer purchased vehicle and had to have it towed to dealership. She couldn't locate vehicle after calling business and it appear to be missing. She called police and they called business and vehicle was there. Wants to know where her car was for the four hours. Car also needed new shocks.		REF - Referral

Christopher P Heath (Derby and Northpoint Chrysler Dodge Jeep, Inc.) CAP12-11-1132	Consumer reports purchased Audi A-4 Quattro from dealer as-is, under the impression that the vehicle was in great shape and was still within inspectable condition because it had a valid inspection sticker on it and the dealer would not bring it through the shop. Soon after the purchase the vehicle had countless issues. At one point, the consumer says that Charlie, the head of car sales, informed they could swap the vehicle for another, but this was not honored.	\$0.00 REF - Referral
Michelle Dagesse (Derby and Northpoint Chrysler Dodge Jeep, Inc.) CAP12-09-1122	Consumer reports purchased car and signed financing w/ Ally at dealership two weeks ago, but dealer claims the bank notified there is an issue with the paperwork and the consumer needs to rhad called the dealer and said there was a problem with the paper work. The dealer requested to consumer to come in to resign the paper work with an increased monthly payment of \$30.00-\$40.00 more per month. Based on the agreement previously signed monthly payments were scheduled to be \$375.75.	\$0.00 REF - Referral
Brien Lemois (Derby and Northpoint Chrysler Dodge Jeep, Inc.) CAP12-05-1007	Consumer says business claims they never received the \$1500 deposit on a truck he recently purchased. They are threatening to [REDACTED]. Consumer says he has provided proof of payment several times, but business will not resolve.	\$1,500.00 REF - Referral
Michael Quirion (Derby and Northpoint Chrysler Dodge Jeep, Inc.) CAP12-03-1076	Northpoint repaired an oil leak on consumer's truc. Upon return it skipped, smoked, and was baning from the engine. Two repair shops (Soulier and Son Auto and Dave's Truck Repair) alleged the issue was due to work Northpoint had done. Dave's Truck Repair informed the issue was likely caused by foreign object being left in the air filter tube, which caused the damage. Consumer would like some reimbursement from Northpoint as he had to buy a new one, though still owns the one with issues.	\$20,500.00 REF - Referral

Matter Name	Matter #	Received		Claimed Losses	Status Date	Process Code
		Date	Matter Summary			
Carrigan, Crystal (Littleton Auto Mart dba Crosstown Motors) CAP LAURA GOGUEN (Littleton Auto Mart dba Crosstown Motors)	2015-02212	3/9/2015	Consumer was doing a car search and had credit report pulled without their knowledge that [REDACTED]. Consumer wants inquiries pulled back.		7/8/2016	REG - Complaint sent to business for a response
PETER BALLARD (Littleton Auto Mart dba Crosstown Motors)	CAP09-06-1318		CONSUMER REPORTS DEALER FAILED TO COMPLY WITH TERMS OF SALE. REFERRED TO NH AGO.	\$0.00	6/17/2009	REF - Referral INF - Informational file - no mediation requested
YVETTE R PULLI (Littleton Auto Mart dba Crosstown Motors)	CAP07-06-585		PURCHASED 4 YEAR OLD CAR FOR \$12,000. BIZ ASKED IF HE COULD AFFORD THE CAR. TOLD THEM HIS INCOME. CONSUMER SAID HE COULD MAKE THE PAYMENTS. THERE WAS AN AD AND NONE OF THE CARS WERE ON THE LOT.		6/25/2007	INF - Informational
ALLEN THRESHER (Littleton Auto Mart dba Crosstown Motors)	CAP07-04-663		CONSUMER HAD MAJOR ISSUES WITH THE PURCAHE OF A CAR IN NH		4/27/2007	INF - Informational file - no
	CAP05-09-367				9/23/2005	Informational file - no

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
			Consumer purchased vehicle from business thinking it had a 'clean' title. Vehicle was found to have storm damage. Consumer wants a full refund for the vehicle.		
			I purchased this vehicle from Littleton Chevrolet with a car fax report that came back "clean" in 2017. I went to trade in this corvette and the dealership and they did a auto check that stated the car was " prior to being sold at auction it was announced that it was a storm damaged car due to a hail storm" which stays with the car once that is reported to auto check. I paid top dollar for a ten year old car-in 2017 with the impression that Littleton Chevrolet did there job and sold me a car with a clean car background. I requested to get an appointment with Mr. Abel Toll and they denied me the appointment and I have not gotten a call back from Duane Cote the sales manager. I am looking for Little Chevrolet to make this right and refund my \$28,999.00 that I paid for this vehicle. Please contact me at your earliest convenience. Thank you for your time.		
Kendall, William (Littleton Chevrolet) CAP	2019-07667	6/28/2019	William L Kendall	\$28,999.00	REF - Referral
			Consumer tried to return a vehicle as voluntary repossession but the dealer refused to take back the vehicle.		
			I bought the jeep. Decided my wife and I cannot afford it. [REDACTED]. I tried to return the vehicle twice as a voluntary repossession. The dealer refused to accept the vehicle back. They said they did not own it. This week I got a letter from ally bank saying they did not finance the vehicle. I tried to return the vehicle and they refused to take it. I don\'t know what to do. If you can help me and my wife figure this out we would appreciate it. [REDACTED].		
Rocheftort, John (Littleton Chevrolet) CAP	2019-03603	4/26/2019		\$0.00	REF - Referral

Consumer was not approved to purchase a Chevy Sonic with a remote car starter and was instead delivered a Chevy Sonic with no starter and worn tires. Consumer would like a larger car with a starter. Consumer also says she is co-owner, but name is nowhere on the paperwork.

On 3/2/2017 my husband Clifton Hough and I went down to Littleton Chevrolet to inquire about me getting a car. When we arrived we where greeted by Anthony. Me and Clifton told Anthony what we were looking for in a Vehicle and what price range we wanted the payments to be in. I also told Anthony that I only had [REDACTED] that I was going to put down as I was waiting for[REDACTED]. I had stated to Anthony that the only feature that I wanted was the car starter due to the fact that I have RA and Osteo athirst getting into a cold car bothers my hands and feet. Anthony went and had us test drive a Chevy Sonic fully loaded coupe. It did not have the car starter in and I told Anthony that I really did want the car starter. He said don\'t worry about it after we get you approved we can get that done. So we did not get approved for the car. Me and my husband went home and the next day Anthony called me at work and said he got us approved for a 2017 chevy spark I asked what it looked like he said the same as the one you test drove. I asked about the car starter he said that they had taken out extra money in the loan so that it could be put in. I again reminded Anthony that [REDACTED] he said to give them a check for \$800 and they would hold onto it tell i told them the money was there. They delivered the car on March 3 2017. The car is a 4 door hatchback not a coupe the loan was supposed to be in my name first which it is not. I had called many time to get the car starter that they supposedly took out the extra money for and either they don\'t return my calls or they stated that I would have to pay out of pocket for it. One of the people even said that they don\'t do them anymore. About a week after I gave them the check they bounce my account out \$800 They did give me back the \$800 but refused to pay the bounced check fee and the gas to go over like they promised. [REDACTED]Clifton Hough is the owner of the car and I am the co owner but his name is no where on the paperwork for the small claims court. In January 2018 when having my oil changed at capital city Buick they said that I need new tires that I was at the wear bar and the tires only have 16,000 miles on them.

Hough, Edith (Littleton Chevrolet
Buick Pontiac, Inc.) CAP 2018-01519

2/16/2018

REF -
\$450.00 Referral

Mayhew, Irene (Littleton
Chevrolet Buick Pontiac, Inc) cap 2016-05325

7/1/2016

Client unknowingly signed to be the sole owner of her daughter's car when she thought she was co-signing. Instructed on how to file a CAP complaint, and referred to DFR Banking

REF -
Referral

Chace, Patricia (Littleton Chevrolet) CAP	2013-6953	11/12/2013	Consumers initially purchased a new truck, and the dealer financed for 11.5%. The payments were too high and the consumer noticed most of the payment went toward paying off interest instead of the principal. The dealer traded the consumer out for another 2013 truck with less options and obtained 2% financing. The Dealer then [REDACTED]. The consumer believes this price assessment is unfair, as the vehicle is worth less than the car she traded in and she had also added other features to the previous car (bedliner, foot rails, etc), which made it even more valuable. She feels she lost out in this trade and does not want to owe anymore to the dealer. Consumer is dissatisfied that the dealer couldn't obtain 2% financing previously, and that she had to trade into a less value truck with many less features and options to be able to afford the monthly payment.	\$800.00	REG - Complaint sent to business for a response
Kinney, Alson and Catherin (Littleton Chevrolet Buick Pontiac) CAP	2013-0214		Consumer purchased vehicle and plow from dealership. Upon arrival to pick up vehicle, consumer noticed it was not a commercial plow. Business made some changes and consumer agreed to take car home. Truck overheated on the way home and consumer wants to return vehicle. Business says deal with bank is done and they cannot return.		REG - Complaint sent to business for a response
Rhonda Perron (Littleton Chevrolet Buick Pontiac, Inc.)	CAP12-09-1281		Consumer purchased vehicle from biz and has been havibg repeated issues with vehicle. Has taken to get repair three times with no success. Lemon Law	\$33,274.00	REF - Referral
Nathan D Hill (Littleton Chevrolet Buick Pontiac, Inc.)	CAP11-03-1018		Consumer pressured into purchasing used car; many things wrong with it- they said they would fix but never did. Feels he was taken advantage of.	\$0.00	REG - Complaint sent to business for a response

Theresa Remick (Littleton
Chevrolet Buick Pontiac, Inc.)

CAP05-11-201

AD PRICE WAS DECEITFUL, PROBLEMS WITH CAR.

REG -
Complaint
sent to
business
for a
response
\$5,000.00

WILLIAM CARPENTER (Littleton
Chevrolet Buick Pontiac, Inc.)

CAP05-09-355

INF -
Informatio
nal file -
no
mediation
requested
\$1,690.00

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
Martin, Elaine (Quality Mitsubishi) CAP	2017-03193	4/21/2017	We've owned this car for less than two years and it has been deemed unrepairable by our mechanic. They have advised us not to drive this vehicle and warned us that the engine is at risk of falling out and brake lines are at risk of exploding. We have done many thousands of dollars of repairs in the very short time we've had this car. It was sold as a southern car that had not seen Northern winters and when we tried to talk it down due to some front-end damage were assured of its sturdy condition and denied a lower price. We are now saddled with \$5,000 left on our loan (financed through dealership), no car with three children, and a situation that'll make getting a new vehicle very difficult.	\$5,000.00	REF - Referral
Heartson, Janet (Quality Mitsubishi) CAP	2015-07005	8/10/2015	Consumer reports that dealership did not disclose to consumer that vehicle had been in an accident and that the transmission needed work.		REF - Referral
Johnston, Susan (Quality Mitsubishi) CAP	2014-1705	2/21/2014	Consumer had tires and wheels replaced at business and a few days later tire came off because lug nuts were not properly tightened. Consumer had to take vehicle into shop and eventually traded car in. Consumer ordered vehicle over the phone. The car has numerous issues and he consumer was old they she couldreturn the vehicle. Biz will not return.	\$2,800.00	REF - Referral
Cynthia Poirier (QUALITY MOTORS SUZUKI)	CAP12-12-1087			\$0.00	REF - Referral INF - Informational file - no mediation
MARC SEGAL (QUALITY MOTORS SUZUKI)	CAP09-07-1596		CONSUMER IS WORRIED ABOUT THEIR ADVERTISING AND THAT IT COULD SCAM PEOPLE. ALSO NOTICING OTHER DEALERSHIPS ARE DOING THIS AS WELL.	\$0.00	requested

TRACY MAY (QUALITY MOTORS SUZUKI)	CAP08-05-1465	WANTS OUT OF CAR, 2008 AND THE PAINT IS CHIPPING. THEY SAY IT'S HER FAULT, SHE MUST HAVE DRIVEN TOO CLOSE TO A SAND TRUCK. BOUGHT ONE CAR, BUT SHE WS NOT ABLE TO DRIVE IT- CONSUMER HAS HAD [REDACTED]. SHE KEPT THE NEW CAR FOR 2 WEEKS AND THEN TOOK IT BACK. WANTED HER OLD CAR SHE TRADED IN BACK. IT HAD BEEN SOLD. LOOKED AT ANOTHER CAR SHE COULD DRIVE AND FINALLY PURCHASED A CAR SHE CANNOT DRIVE AND AFFORD IT AS WELL.	\$15,000.00	REG - Complaint sent to business for a response
BARBARA ST MARTIN (QUALITY MOTORS SUZUKI)	CAP07-11-420	SHE HAD HER OIL CHANGED AT QUALITY MOTORS AND THEY INFORMED HER OF MANY OTHER THINGS WRONG WITH HER CAR THAT SHE WOULD NEED TO GET FIXED. WHEN SHE TOOK HER CAR TO ANOTHER MECHANIC THEY TOLD HER THAT WHAT QUALITY MOTORS TOLD HER SHE NEEDED TO GET FIXED ISN'T TRUE.	\$0.00	INF - Informational file - no mediation requested
JUDY DALOZ (QUALITY MOTORS SUZUKI)	CAP07-09-514	STICKER PRICE ON VEHICLE IS DIFFERENT THAN THE ASKING PRICE BY THE BUSINESS. TOLD MR WILLIS THAT HE COULD PURCHASE THE VEHICLE AND THEN ASK FOR HIS \$2000 BACK. WE WOULD ARGUE FOR HIM BUT WILL NOT GUARANTEE THE MONEY BACK.	\$0.00	REG - Complaint sent to business for a response INF - Informational file - no mediation requested
DON WILLIS (QUALITY MOTORS SUZUKI)	CAP06-09-358	CONSUMER WAS PRESENTED THIS \$500 DOLLAR SHOPPING SPREE CARD BUT CLAIMES SHIPPING IS GOING TO RUN AS MUCH AS THE PRODUCTS. WOULD LIKE BUSINESS TO BE STOPPED FROM DOING SOMETHING THAT IS UN-ETHICAL	\$2,000.00	INF - Informational file - no mediation requested
RICHARD PIDGEON (QUALITY MOTORS SUZUKI)	CAP06-04-253		\$0.00	REG - Complaint sent to business for a response INF - Informational file - no mediation requested
JUSTIN HALE (QUALITY MOTORS SUZUKI)	CAP05-04-459			INF - Informational file - no mediation requested

Matter Name	Matter #	Received Date	Matter Summary	Claimed Losses	Process Code
DiMaggio, Tara (Springfield Auto Mart) CAP	2018-09157	11/30/2018	<p>Consumer alleges that she purchased a car under false pretenses, is currently in a rental car.</p> <p>In mid-September I traded my AWD GMC Acadia lease in for another AWD GMC Acadia lease and was clearly told in several conversations and by visual demonstration that the vehicle I was leasing was AWD...it is not, It's FWD.</p> <p>Approximately 2-3 weeks ago I attempted to put the car in AWD to get up my driveway (first storm) but could not...this lead to the discovery of the vehicle being FWD only. I called the sales person that I purchased the car from and after a couple days and leaving 2 messages with no return call I finally got ahold of him. When I did, he told me he never received my messages and tried to correct me regarding the AWD, he even said "who told you this information?"...I told him the manual, and he told me the manual was generic and my vehicle was indeed AWD. I disagreed and he told me he would look into it, he was busy and would get back to me. I called again and he told me he would look at it Saturday at my appointment.</p> <p>On Saturday November 24th I had an appointment for an oil change as the vehicle did not receive one prior to my purchase. While I was there I went in and spoke to the sales person about the situation again and he came outside and sat in the vehicle for a few minutes trying to verify AWD...then he said he needed to look at the drive train while the car was on the lift.</p> <p>He instructed me that he would do that when the oil was being changed and would call me back after. (No call from him). The</p>	\$0.00 REF - Referral	

SBI - Consumer is a business. Purchased a custom cargo van through dealership and van was not made to specifications.

On 5/31/18 I ordered a GMC savana cargo van with 5 person crew seating option. What was delivered was not a cargo van but a passenger van with 2 bench seats removed, full headliner, airbags and interior panels the entire length of the van. The van is unsuitable and unsafe for cargo in this configuration. No partition or cargo restraints are able to be installed as can be easily done with any other GM cargo van. The dealership has stated that this is a problem from GM and they are not responsible. GM says it is the dealership but has also changed their website since my complaint to make a more accurate description. I use this vehicle for business and it is dangerous in its current configuration.

Consumer is alleging abusive lending and billing practices by Springfield Auto mart. Consumer claims that they took advantage of her elderly mother in law by underpaying her for a trade-in and signing her up for an unnecessary warranty. Claims \$17,562.75 loss. Requests refund of 16,000 balance on the car payments.

SBI - Small
Business
\$0.00 Initiative

\$17,562.75 REF - Referral

Ikon Homes LLC by Kojak, Justin
(Springfield Auto Mart) CAP

2018-08411

10/31/2018

Christina Eaton on behalf of Priscilla
Eaton (SPRINGFIELD AUTO MART)
CAP

2018-05453

7/18/2018

Consumer us filing a complaint against Springfield Auto Mart over their ad practices.

Recently both my wife and I have received large unwanted ads pushing this business... we'd rather not get these, but according to the small print on the ads the only way to get off these mailing lists are to either bring in the ad material to the car dealer (which would involve a 40 mile round trip) or to call a number (1-888-567-8688)... sounds simple enough until you read further and discover that you'll be asked to provide personal information to opt-out of future direct mail...the info they want includes your home phone number, name, social security number, and date of birth... all of which is the type of info that "scammers" look for so that bogus accounts can be opened in your name, etc. Why would they possibly need this type of info if it's a legitimate company?? Also, isn't it illegal for a private company to demand information like your social security number??

INF -
Informational
file - no
mediation
\$0.00 requested

Bostock, Paul (Springfield Auto Mart)
CAP 2018-04610

6/14/2018

I received a flyer in the mail stating this extravaganza was taking place at Springfield GMC starting AT 10 AM ON 4/11/18. the flyer stated that the first 125 customers would receive a smart watch and 25 dollar gas card. We arrived at exactly 10 am to find very few people ahead of us. So we expected to get these items. They refused to give us these things stating it was only while supplies last. they also said it was a 12 day event already in place.

Nowhere on the flyer was there this information additionally the flyer stated it started on 4/11 with other start dates after that.

Preston, Stacie (Springfield Auto Mart) CAP 2018-02946

4/11/2018

This is a fraudulent case at the very least false advertising.

\$250.00 REF - Referral

Lewis, Peter on behalf of Lewis, Kenneth and Betty (SPRINGFIELD AUTO MART) CAP 2018-02062

3/12/2018

Consumer's elderly parents purchased a vehicle, with a subsequent warranty which does not cover what they dealership said it would. Believes dealership took advantage of his parents.

\$2,688.00 REF - Referral

Consumer has owned a used car for 7.5 months, for various repairs, car has remained in the shop for almost 3 months of this time. Dealership has not addressed consumer's concerns.

I had to return this vehicle within 3 weeks of purchasing it for two major repairs. Dealership had it for 12 days.

Returned it again a few months later for more repairs. They had it 3 weeks that time.

Brought it back a third time for yet more repairs. Had it for 3 weeks again.

Brought it back 32 days ago today for the repair of the rear window defroster for the second time.

To date, the dealership has had my vehicle a total of almost 3 of the 7 1/2 months I've owned it.

Below is a list of the repairs that had to be done...so far:

1ST RETURN- (11 Days at dealership)

In less than 3 weeks time from taking delivery of the truck, I had to bring it in for service due to not one, but two exhaust manifold leaks. I also had noticed that one or both drive belts were squealing horribly and that the e-brake was dragging and making noise, especially in reverse. Upon further inspection by your service staff, the truck also had a fluid leak at the turbo. Cooling line had to be replaced. Your team had my newly purchased vehicle for a total of 11 days.

Davis, Thomas (SPRINGFIELD AUTO MART) CAP	2018-02060	3/16/2018	2ND RETURN (3 weeks at dealership)	\$900.00 REF - Referral
Allen, Zebulon (Springfield Auto Mart) CAP	2018-01361	2/20/2018	Consumer's vehicle will not start in cold weather, multiple attempts have been made to fix the issue	\$2,000.00 REF - Referral

warranty claims not honored.

When I purchased my 2015 GMC certified pre-owned truck, I also purchased "The Big Deal +" which includes and stated on their website- Big Deal Maintenance Plus+

- Oil & Filter Changes
- Tire Rotations
- Multi-Point Inspections
- Lifetime State Inspections for as long as you own the vehicle
- 5% Reward on Service Purchases
- Discounts on accessories
- \$500 money saving coupons
- \$300 Next Vehicle Trade-In Bonus
- \$100 Off Extended Service Contract
- \$1,000 Reimbursement Benefits, including
 - Travel Interruption
 - Emergency Roadside Service
 - Key Lock Out
 - Insurance Deductible
 - Towing & more!

Visscher, Dillan (Springfield Auto Mart) CAP

2018-00475

1/11/2018

I had a fire in the truck, and had a \$1000 deductible. I submitted the claim to them, the salesman, the sales manager, the financial lady, all didn't know what this detailed. they called their rep for the "big deal+" and he didn't know, told me to call this other place who represents the big deal...either way, they are not

REG -
Complaint
sent to
business for a
\$1,000.00 response

Clark, Ivirna (Springfield Auto Mart) CAP

2017-06698

9/26/2017

Consumer reports being "persuaded" into buying a car while not being well. [REDACTED] Does not understand all of what she was charged for and also thinks she was charged too much.

REF - Referral

Langdon, Michael (Springfield Auto Mart) CAP	2017-05378	7/25/2017	I recently purchased a used 2016 kia optima at gmc automart in North Springfield Vt, july 15 2017, I was looking it over that same day I notice some front end damage that had been colored/painted over to blend in as well as a piece on the front bumper that was broken, I e mailed the sales person july 21 to let them know about this and that i was not made aware of the damage before purchase I was told by the sales rep that the sales manager would be contacting me,We left numerous messages with each other .july 22 and 24 till we finally spoke july 25,, they asked me to stop by with the car . when they looked it over they knew the damage was there before I purchased the car but will not fix the damage unless I pay half ,clearly this is unacceptable as the damage was not disclosed to me prior to my purchase ,I would ask that they do whats right and fix the pre existing damage at Consumer went to the dealership to see why it was sending mailers to her deceased son and what the party he was invited to was about. The dealership then ended up selling the consumer a car she did not want.	\$0.00 REF - Referral
Eaton, Priscilla (Springfield Auto Mart) CAP	2017-03878	5/30/2017	Traded in a car. New car was low on oil and began to have a strong odor causing headaches and nausea. She discovered it was mold and mildew. She gave the car back and they said they cleaned it out but she does not want it back. Key bank and auto mart are forcing her to take the car back.	REF - Referral
Bliss, Candy (Springfield Auto Mart) CAP	2017-00935	2/9/2017	Consumer bought a car that he feels was over priced from a dealership, based on the blue book value.	\$0.00 REF - Referral
Dobson, Matthew (Springfield Auto Mart) CAP	2017-00820	1/25/2017		\$10,000.00 REF - Referral

Consumer purchased car from Springfield Auto Mart. Business said they ran credit and that he was approved, when he was not. The day after they sold trade in car, gave \$2280 for trade in an sold it the next day. He had to return the new car and was told that he had to contact the buyer to get the car back.

Consumer also reports that when he got home he realized that the paperwork was blank with only his signature on it. Consumer is looking to get the value of his trade-in, amount of money he would have made at work, amount of gas he spent to get to the dealership, and emotional distress for the whole ordeal.

Leavitt, Brodie (Springfield Auto Mart) CAP	2016-07278	9/14/2016	Consumer also reports harassment, cursing, and threats from the	\$5,000.00 REF - Referral
Fisher, Todd (Springfield Auto Mart) CAP	2015-09974	11/9/2015	Consumer purchased a car from the dealership that he is now having issues with.	\$19,000.00 REF - Referral

On January 2nd, 215, consumers called Springfield Buick GMC, PO Box 404, Rt 106, North Springfield, VT 05150 to inquire about a new Buick Enclave. At that time they were running a special of 20% off the price of a new Buick. Consumer's wife spoke with Heidi Goodrich, a salesperson, that has been there for many years and consumers have purchased many vehicles from. Consumers have also sent their sons and friends to her because of their trust in her. Consumers knew they wanted another Buick Enclave after having one for eight years. Heidi explained that she did not have one in stock but could get one for us which would be a brand new 2015. She let consumers know when it arrived and they saw her Saturday (1/3/15) to try it out to make the purchase. The first thing she said was "it's all cleaned up for you and ready to try" and then got a plate. The MSRP was not in the window but consumers basically knew the car and what it had. Consumers completely trusted her when she told them the car was being sold for \$54,420 and they would receive 20% off that price. When looking at the paperwork, their 20% is short by \$359. Consumer realized after going home and going through the paper work that the MSRP was no where to be found. Usually it is put in the glove compartment when they "clean up" the car before giving consumers the keys. Consumer called the following week and requested they get it for him. Heidi said she did not know what happened to it. She said it might be at recon or perhaps they lost it. After several days consumer got back to her again and she had not even called recon to inquire about the MSRP window sticker. He requested over and over again that they get one for him

Consumer reports that opt out info from mailing wants social security number.

Ellis, Walter (Springfield Auto Mart)
CAP

Cook, John (Springfield Auto Mart)
CAP

2015-03476

2014-9759

3/12/2015

11/3/2014

REF - Referral

\$0.00 REF - Referral

Blanchard, Duane (Springfield Auto Mart) CAP	2014-9745	10/24/2014	Consumer went to dealership to claim prize he won on a mailing. Says out of state promo company coerced into buying a vehicle. Despite informing business that they didn't have a license and didn't want a car, they took consumer for a test drive and had consumer drive a van with motorcycle loaded in the back for trade in assessment. Consumer bought car and no longer wants it.	\$0.00	REG - Complaint sent to business for a response
Watkins, Robert (Springfield Auto Mart) CAP	2014-5821	7/3/2014	Consumer reports that their father bought a vehicle from the business and was not sure about any of the detail. May have been taken advantage of him.		REF - Referral
Scott, Steven (Springfield Auto Mart) CAP	2014-3712	4/28/2014	Consumer reports that negotiated price was not what showed up on contract. Business also said they could independently finance. upon closing sale they made consumer finance with Ally and promised 2-3% interest. Interest was really 5%. Dealer offered to fix interest rate but did so by extending loan to 5 years from 4. Consumer also reports that business did not fill out paperwork in concern to trade in value and price appropriately.	\$1,300.00	REF - Referral
Chenier, John P. (Springfield Auto Mart) CAP	2014-2556	3/18/2014	Consumer purchased car from dealership, had conflict with the dealer, asked to leave premise or would call the police. Consumer told not to come back to dealership after purchasing the car. Has been receiving harassing phone calls and receiving unwanted flyers in the mail.	\$400.00	REG - Complaint sent to business for a response
Bromley, Tyler (Springfield Auto Mart) CAP	2013-6651	10/28/2013	Consumer received mailing saying her won a prize and he went to visit business to collect. They ended up selling him a car and consumer feels he wasn't in a right state of mind to buy car.		REF - Referral
Kress, Wendy (Springfield Auto Mart) CAP	2013-6445	11/4/2013	Consumer purchased vehicle for another individual who made no financial contributions but was listed as the cosigner. Says Dealership should have realized [REDACTED]. They will not refund the car.		REF - Referral
Eldredge, Jeffrey (Springfield Auto Mart) CAP	2013-6150	10/25/2013	Consumer paid deposit on vehicle with check and business was supposed to destroy check later because he financed the vehicle. Consumer came back and paid \$10,000 and financed the remainder. Business still cashed his check. Consumer is being charged too much interest now by finance company.	\$604.40	REF - Referral

Robinson, Ron (Springfield Auto Mart) CAP	2013-6086	10/17/2013	Bought a vehicle from business and a half mile down the road the accelerator went to the floor causing him to crash. Business said they would get him another loan but later said they couldn't. Business wont return his calls.	REG - Complaint sent to business for a \$0.00 response
Fleury, Larry (Springfield Auto Mart) CAP Sales	2013-5186	9/26/2013	Consumer feels that salesman lied about the price of 2008 Suburban he purchased as he believed it was \$33,000. Long after the sale, he noticed the Cost of the Vehicle based on the paperwork said \$45,000. [REDACTED]. Consumer would like his Consumer reports that car payments are more than they are supposed to be. Says should have been \$312/mo but is \$348.67. Also would like AC and Heat fixed. Complainant says "Luke" takes advantage of [REDACTED].	\$0.00 REF - Referral REG - Complaint sent to business for a \$0.00 response
Sean and Cindy Columbia (Springfield Auto Mart) CAP	2013-4463	9/4/2013	Consumer bought vehicle and noted that radio did not work. Business said they would fix it but radio is still not working. Consumer received business ad for truck at a certain price. Consumer called to reserve truck and was told they sold two of them two weeks ago and they offered him some pre owned vehicles. Consumer wants advertised truck at advertised price. Feels this is bait and switch.	\$0.00 REF - Referral
Lynnette Watson (SPRINGFIELD AUTO MART)	CAP13-06-1089		Consumer received a letter from biz saying that he won a free car. When he arrived they told him to clean his car out and he would be taking truck home. He said knew could not afford it but they continued to say he won it. It turns out that he owes Wells Fargo for Car Loan. Vehicle was ultimately repossessed by Wells Fargo Misleading advertising. Went from 8,000 dollars then the price changed when he went in to buy it. DK	\$0.00 REF - Referral
PAUL LYNCH (SPRINGFIELD AUTO MART)	CAP13-06-1004			INF - Informational file - no mediation \$0.00 requested
Arthur Hammond (SPRINGFIELD AUTO MART)	CAP13-04-1054			
Matt Tinker (SPRINGFIELD AUTO MART)	CAP13-03-1106			

Sarah L Wimett (SPRINGFIELD AUTO MART)	CAP13-03-1057	Consumer purchased vehicle and setup a lease agreement. Got a call back saying [REDACTED] they needed to return vehicle or [REDACTED]. Issues with [REDACTED] being assessed. Business said they would refund any late fees and is unwilling to do so. Consumer reports had put a downpayment on a truck at the dealership over the phone. When consumer saw the truck in person, he determined he did not like it and the dealer would not refund the deposit. He would like deposit refunded.	\$0.00 REF - Referral
Robert B Finessey (SPRINGFIELD AUTO MART)	CAP12-04-1127	consumer bought a car, which he thought he wouldn't be able to drive because [REDACTED]. When he tried to return it the business threatened him.	\$500.00 REF - Referral REG - Complaint sent to business for a response
Kenneth Goyette (SPRINGFIELD AUTO MART)	CAP12-02-1177	Consumer reports had received a promotional advertisement that the dealer would pay \$1750 towards the purchase of a vehicle. Consumer reports was held for 4 hours at dealership then the truck he eventually purchased was overpriced. He also says the business had his mother sign instead of his sister who was supposed to co-sign. Also says was sold the vehicle by a promotional dealer out of Florida.	\$0.00 REF - Referral
Patrick Nestervich (SPRINGFIELD AUTO MART)	CAP12-01-1019	Consumer complaining they were sold a truck under very high pressure. Sales man took keys to present vehicle and was pressuring them to buy a newer vehicle, etc, etc. [REDACTED] Referred to VADA.	\$0.00 REF - Referral
Maurise Duby (SPRINGFIELD AUTO MART)	CAP11-12-1131	Person's [REDACTED] yr old mother traded a 2002 Taurus for \$1000 though worth \$2500 and purchased a 2007 Buick for \$19846 (includes warranty) and required a 2000 cash down payment. Consumer would like recision of the loan, deposit cash returned and her vehicle returned.	\$20,000.00 REF - Referral
Barbara Sileski (SPRINGFIELD AUTO MART)	CAP11-10-1168	Consumer went in to business for simple oil-change/tune-up and was pressured into trading in old car and sold a new car without understanding [REDACTED] details. Car was also co-owned with Tony Moore, who was not consulted and did not give permission for trade-in. Would like new car to be returned and old car back.	\$19,846.00 REF - Referral
Eliza Ward (SPRINGFIELD AUTO MART)	CAP11-10-1025		\$0.00 REF - Referral

Steve Hearne (SPRINGFIELD AUTO MART)	CAP09-10-1207	Consumer was charged for the work performed on car but as consumer later found out, the work should have been covered under the warranty.	\$101.18	REG - Complaint sent to business for a response
Warren & Jane Lackey (SPRINGFIELD AUTO MART)	CAP09-10-1107	Consumers Mother and Father inlaw recently purchased a car that has to high a montly payment and he feels they were taken advantage of.	\$0.00	INF - Informational file - no mediation requested
Penny Hodge (SPRINGFIELD AUTO MART)	CAP09-09-1158	Consumer wanted to know if there was a three day return policy	\$0.00	INF - Informational file - no mediation requested
William Maxfield (SPRINGFIELD AUTO MART)	CAP09-09-1107	Consumer reports he bought truck, then went back to look at another one instead, was then told the paperwork was done to buy back his old truck and send them a new one. DECEPTIVE ADVERTISING	\$0.00	REF - Referral REG - Complaint sent to business for a response
TOM BUCHANAN (SPRINGFIELD AUTO MART)	CAP09-06-1540	CONSUMER BOUGHT BRAND TRUCK AND BUSINESS ADDED A SERVICE CONTRACT 1,995 AND WAS NOT DISCUSS WITH US. CALLED TD BANKNORTH STAYS ON LOAN UNTILL BUSINESS RIGHTS NEW BILL OF SALES. CONSUMER HAS 30 DAYS TO CONTACT BUSINESS.	\$0.00	INF - Informational file - no mediation requested
CARROL WELLS (SPRINGFIELD AUTO MART)	CAP09-02-1357	PURCHASED TRUCK WITH FREE TIRES AS LONG AS YOU OWNED THE TRUCK. BUSINESS IS NOW SAYING THEY NEED A BUMPER TO BUMPER INSPECTION TO RECEIVE FREE TIRES. THIS IS NOT IN THE CONTRACT.	\$1,995.00	REG - Complaint sent to business for a response
PAUL THOMAS (SPRINGFIELD AUTO MART)	CAP08-09-1114		\$0.00	response

GEORGE BEAGLE (SPRINGFIELD AUTO MART)	CAP07-07-430	BOUGHT CAR, TOLD THEY COULD BE TOWED ON BACK OF MOTORHOME. NO TRUE. WANTED TO RETURN CAR. LOTS OF LIES		INF - Informational file - no mediation requested
WILLIAM WAKEFIELD (SPRINGFIELD AUTO MART)	CAP07-05-294	AD CLAIMED CAR HAD MORE FEATURES THAN IT ACTUALLY HAD		REG - Complaint sent to business for a response
JOHNATHAN LASEK (SPRINGFIELD AUTO MART)	CAP07-03-263	PAYED FOR TRUCK FROM DEALERSHIP AND ONCE IT WAS RECEIVED THE TRUCK WAS DAMAGED AND DEFECTIVE. ODOMETER READ OVER 100 MILES MORE THAN ON THE TITLE AS WELL.	\$25,000.00	REG - Complaint sent to business for a response
KATHERINE WHELDON (SPRINGFIELD AUTO MART)	CAP07-02-528	AUTOMART SOLD THREE TRUCKS TO [REDACTED] INDIVIDUAL. [REDACTED]?	\$23,000.00	INF - Informational file - no mediation requested
JOSEPH RUZZO (SPRINGFIELD AUTO MART)	CAP07-01-431	TRADED IN CAR WITH WARRENTY STILL ON IT AND HAS BEEN EXPECTING REFUND FOR 4 MONTHS AND IS STILL YET TO RECEIVE IT. HAS BEEN IN TOUCH WITH COMPANY AND THEY ARE UNRESPONSIVE	\$0.00	REG - Complaint sent to business for a response
LAWRENCE WEYMAN (SPRINGFIELD AUTO MART)	CAP06-11-257	BOUGHT A USED Z28 CAMARO 2002 AND HAD 12,000BOUGHT IT AS AN INVESTMANT. WAS NOT TOLD OF THT IT WAS A TOTALLED VEHICLE AND THE MILAGE DOWN'T MATCH CARFAX. GOT THE ACCIDENT REPORT FROM NH. HAS TRADED THE CAR IN AT ANOTHER DEALERSHIP. LOST \$10,000	\$10,000.00	INF - Informational file - no mediation requested

AMANDA CARLETON (SPRINGFIELD AUTO MART)	CAP06-10-347	BIZ MISREPRESENTED FINANCE TERMS. CONSUMER SIGNED CONTRACT WITH TERMS.		INF - Informational file - no mediation requested
RUDY GRZANNA (SPRINGFIELD AUTO MART)	CAP06-08-126	FILLED OUT PAPERWORK TO BUY 05' CAR, WENT HOME AND DID A CARFAX AND FOUND OUT THE CAR WAS A RENTAL. WANTS TO GET OUT OF THE DEAL. HASN'T PICKED UP THE CAR.	\$26,000.00	requested INF - Informational file - no mediation
DEBORAH ROBERTS (SPRINGFIELD AUTO MART)	CAP06-06-171	RECEIVED A FLYER TO WIN A PRIZE, AND REGISTERED. WON \$1,000 BUT WHEN HE WENT TO CLAIM THE PRIZE THEY GAVE HIM A SCRATCH TICKET WHERE HE COULD GET A CHANCE TO WIN \$1,000.	\$14,999.00	requested REG - Complaint sent to business for a response
DAVID FARNSWORTH (SPRINGFIELD AUTO MART)	CAP06-06-161	RECEIVED "SWEEPSTAKES" GIMICK IN MAIL		INF - Informational file - no mediation
ALAN TANENBAUM (SPRINGFIELD AUTO MART)	CAP06-06-132	DECEPTIVE ADVERTISING WITH "SWEEPSTAKES" GIMICK	\$0.00	requested INF - Informational file - no mediation
KEITH GRIMES (SPRINGFIELD AUTO MART)	CAP06-06-112		\$0.00	requested

VICKIE PERRY (SPRINGFIELD AUTO MART)	CAP05-12-107	HAS REQUESTED THE FILE FROM THE LOAN AND TRADE IN AGREEMENT WITH THE DEALER WHO IS REFUSING TO GIVE HER THE FILE TO LOOK AT.	\$0.00	REG - Complaint sent to business for a response
BRENDA NEWTON (SPRINGFIELD AUTO MART)	CAP05-11-504	WAS TOLD IN NH THAT HER VEHICLE WAS OK TO PASS INSPECTION, CAME TO VERMONT AND WAS TOLD THAT IT WOULDNT BE PASSED FOR INSPECTION UNLESS THEY DID THE BRAKES.	\$218.48	REG - Complaint sent to business for a response INF - Informational file - no mediation requested
RUSSEL AMSDEN (SPRINGFIELD AUTO MART)	CAP05-10-627			INF - Informational file - no mediation requested
KEVIN BUSHEY (SPRINGFIELD AUTO MART)	CAP05-10-320			INF - Informational file - no mediation requested
SHEILA KAPITAN (SPRINGFIELD AUTO MART)	CAP05-09-452			BI - Inquiry for complaint history
ALICIA MERRILL (SPRINGFIELD AUTO MART)	CAP05-09-333	PROBLEM WITH USED CAR PURCHASE		REG - Complaint sent to business for a response
KARLA HILL (SPRINGFIELD AUTO MART)	CAP05-09-135		\$800.00	response

ANITA BEAM (SPRINGFIELD AUTO MART)	CAP05-07-279	CAR WAS IN REPAIR SHOP 4 TIMES FIRST MONTH OF OWNERSHIP. DIDN'T FIX REAR GEAR SHAFTS	\$235.00	REG - Complaint sent to business for a response
KIMBERLY ATWOOD (SPRINGFIELD AUTO MART)	CAP05-06-110		\$900.00	REG - Complaint sent to business for a response
WILLIAM TYLER (SPRINGFIELD AUTO MART)	CAP05-04-425		\$600.00	REF - Referral
ANDREW DELORENZO (SPRINGFIELD AUTO MART)	CAP05-04-233	PRODUCT RELIABILITY AND SERVICE COMPLAINTS	\$0.00	REF - Referral

Matter Name	Matter #	Matter Type	Received Date	Matter Summary	Claimed Losses	Process Code
McNulty, Kelly (Springfield Buick GMC) CAP	2019-06325	Complaint	6/25/2019	<p>Consumer wishes to receive payoff for car she leased, business asked her to come in in person which she was unable to do. Consumer requests [REDACTED] to get her payoff.</p> <p>On April 8th of this year I contacted GM Financial (the finance company for which I was leasing a vehicle) to get the pay off amount because I was purchasing a new vehicle. When I called [REDACTED] they told me that I must contact the dealer for the payoff amount. So as instructed I called Springfield GMC and spoke with Celeste Olsen, Ms. Olsen proceeded to tell me that she could not give me the payoff over the phone and that I needed to visit the dealership in person! My new deal was to be ready the following day and I work full time (REDACTED), so visiting the dealership was not an option. I feel this was a tactic to get me to the dealership, this dealership has been nothing but trouble from the beginning but that\'s another complaint in itself. In the end I never did get the payoff from them.</p>	\$0.00	REG - Complaint sent to business for a response

Consumer alleges that the business would not sell the, a truck unless they financed it through the business. Consumer would like to purchase the vehicle for the price quoted to them by their bank.

We are in the process of purchasing a new truck. We have spent a lot of time researching and and getting prepared financially getting approved from our bank in advance to make the purchase quicker and easier. We found the truck, worked out the final purchase price with the sales person and then when we said we were going to use our bank for financing, She (Melanie) stated she would not sell us the truck unless we used her bank so she could receive a financial kick back. Her bank can not offer the interest rate we are getting from our bank, so it would not be financially practical to finance with a higher rate. She then said if I didn\'t use her bank then she would charge me an additional \$3500. I feel this is extortion and should or is illegal. She will not sell is the truck at the agreed on price unless she gets additional money through a kick back or by raising the price. I want to be able to purchase the truck at the price given using my bank. Thank you

BAILEY, CHRISTINE
(Springfield Buick GMC)
CAP

2019-02431 Complaint

3/21/2019

REG -
Complaint
sent to
business for a
response

Consumer requests reimbursement for lost ability to plow this winter.

We purchased a 2015 vehicle from Springfield Buick GMC dealership in November 19, 2018 we took ownership and worked with a sale representative by the name of Jeff Devoid. In the purchase price, they were to include 4 new winter tires, plow frame and harness, 2 new batteries and some paint touch up on the driver side inside door. When they delivered the vehicle, the plow frame was not on the vehicle as they had to order the parts. We were promised/texted weekly that they would be coming that week and get the vehicle and install the plow setup, but as the weeks continued and the text messages full of excuses we still do not have the plow frame installed.

I called the Service Department last evening and discovered [REDACTED] Sale rep was terminated 2 months ago. Most concerning with this information is that I have been texting Mr. Devoid up to March 1st asking about an update on the plow setup and he has been responding to me as if he still works there. I spoke with the Service Manager, Scott last evening and I asked for the General manager and/or the Service Manager to call us asap and I have not heard a word. I have called them this morning and no one seems to want to talk to me.

Gray, Terry (Springfield Buick GMC) CAP	2019-02010	Complaint	3/13/2019	During this entire fiasco, sale rep promised us reimbursement Consumer is filing on behalf of his wife who was in the market for a new car. Salespeople spoke with her on the phone and allegedly stated that she would receive a \$10,000 discount on the car. When she came into the dealership however, the salespeople provided a final, higher price, that did not include the \$10,000 discount that they claimed they would give her. Consumer believes this to be possible bait and switch.	\$7,500.00	REF - Referral
Buttrey, Charlie (Springfield Buick GMC) CAP	2018-08886	Complaint	11/26/2018			REF - Referral

Our Truck was sent to Springfield GMC for low oil pressure to be fixed.

Truck came back and two weeks later engine light was on for low oil pressure.

Truck was sent back to GMC Springfield to be diagnosed, almost no communication from service department while there. Work was done without authorization. Asked for cost multiple times without answer.

Finally GMC sent an invoice for the truck totaling more than original fix and engine light still on.

Tried to work something out with the invoice cost with GMC due to the fact we feel they did not go about this service correctly, promptly, and without solution resulting us with no other other recourse but to pursue legal help due to their inability to come to compromise.

REG -
Complaint
sent to
business for a
response

DeVries, Chuck
(Springfield Buick GMC)
CAP

2018-04631 Complaint

6/18/2018

\$1,327.67